

# EBENEZER CHRISTIAN CHILDREN'S HOME

## 2022 PQI ANNUAL REPORT



159 Miracle Ridge Ln / PO Box 1434  
North Wilkesboro, NC 28659

---

336-667-5683 / [www.ebenezerfamily.org](http://www.ebenezerfamily.org)



# PERFORMANCE & QUALITY IMPROVEMENT

**The mission of Ebenezer Christian Children's Home is to serve children by providing a loving, nurturing, and stimulating environment that will foster independence and ensure success among its residents. ECCH ministers to the spiritual, physical, emotional, and educational needs of the child.**

To help achieve this mission, ECCH is accredited through the Council on Accreditation (COA). As an accredited organization, ECCH must meet best standard practices to ensure that quality service is being delivered to the clients that are served. Part of these standards include data collection, setting organizational goals, and measuring outcomes. This is largely accomplished through Performance and Quality Improvement (PQI).

ECCH formed a PQI Committee in 2017. The committee is comprised of Ebenezer staff and community members. The PQI committee meets quarterly and reviews organizational data from a number of different areas, including data regarding clients, employees, program capacity, and program performance. This data is also reviewed by the ECCH Board of Directors, and is later made available to all other ECCH stakeholders.

The PQI Committee utilizes the data that is collected to ensure that organizational goals are being achieved and that excellent services are being provided by ECCH, as determined by measurable outcomes. Additionally, the data collected can reveal areas where changes should be made to improve service delivery to ECCH employees, volunteers, foster families, and ultimately, the children that are entrusted to the care of ECCH.

ECCH goals set forth in the 2021-2024 PQI Strategic Plan include expanding the use of technology and updating current technology uses, expanding both the foster care and residential programs to the areas of Old Fort and Hudson, and developing and maintaining an expectation of excellence across all programs and operational sites.



# 2022 DATA AT A GLANCE



- 12** Counties currently served
- 34** Current Residential clients
- 48** Current Foster Care clients
- 12** Total Completed adoptions
- 10** New foster families licensed
- 12** Foster families re-licensed

## Client Counties of Origin:

26.83%	Wilkes
18.29%	Alleghany
17.07%	Yadkin
12.20%	Surry
6.10%	Watauga
3.66%	Rockingham
3.66%	Ashe
2.44%	Burke
2.44%	Montgomery
2.44%	Guilford
2.44%	Randolph
2.44%	Alexander

**9.71 years-** average age residential care  
**4.85 years-** average age foster care



\*Data as of December 31, 2022

# ECCH CLIENTS

ECCH has a residential program as well as a foster care program, which both serve children ages birth to 21 years old who have been removed from their home due to abuse, neglect, or dependency. Serving these children and ensuring that they are provided with a safe and nurturing environment is the top priority for ECCH.

Since the clients are what drives the mission of the organization, much of the data collected as part of PQI is related to the clients. Client demographic information is maintained and reviewed each quarter. This includes information such as client age, race, and county of origin. Additionally, client case record reviews are completed quarterly. For record reviews, client files are selected at random and are reviewed to ensure that all necessary documentation is present and current in the files. Checklists are being added to all client files to ensure accurate record keeping.

Every six months, client admission data is assessed. The PQI Committee made the decision to change how admission data is aggregated moving forward to ensure accuracy of this information.

This was the second year that Residential Client Exit data was reviewed by the PQI Committee. 100% of clients stated that they felt safe while at ECCH. 100% of clients reported that they felt they were taken care of by ECCH house parents. 100% of clients additionally reported that they felt their client rights were protected while at ECCH. Exit surveys continue to be administered to all residential clients who are being discharged and are old enough and developmentally able to complete the survey.

Strengths, needs, and goals are assessed regularly for every client. This data is reviewed by the PQI Committee annually. During 2022, a training regarding client goals was completed

with ECCH house parents, and it was ensured that a copy of each residential client's goals were available to house parents, so that they were aware of what goals clients were working towards and could help to support them in achieving these goals. The annual review of client goals showed that 100% of all residential and foster care clients who had been admitted long enough to have goals set had made progress towards their goals.

Emotional assessments continue to be completed for all clients at intake and every 6 months following. The annual review of emotional assessment data indicated that of the clients who had been admitted for at least 6 months, 100% of residential clients showed an improvement in their scores from intake to their most recent assessment and 91% of foster care clients showed improvement in their scores.

The rate of placement change for foster care clients is another metric that is reviewed annually, as well as client satisfaction data. 89% of all client satisfaction survey respondents reported that they receive "great care" from their house parents or foster parents, and all other respondents reported that they receive "OK care." 92% of respondents reported that they would recommend that their friend stay at ECCH if they were not able to stay with their family.



# ECCH FOSTER FAMILIES

Foster families are able to expand the ECCH mission by providing loving homes for children and ministering to their physical, spiritual, and emotional needs. ECCH desires to not only meet the needs of the children served, but to also ensure that their foster families are supported and that their needs are advocated for as well.

At the end of 2022, ECCH had 45 licensed foster families. There were 10 new families licensed during the year and 12 families re-licensed. There were no license transfers that took place. There were 15 families that closed their license, most of which was due to an adoption being completed. 4 families lapsed with the intent to renew their license within a year.

ECCH provides TIPS-MAPP foster parent training twice a year. After each training, participants respond to a satisfaction survey. The PQI Committee reviews survey responses to determine areas of strengths and needs for the training program and the trainers. 100% of respondents reported that the program was worth their investment of time. 100% of respondents additionally reported that the foster parent training had practical use for them and helped them to prepare for and decide about

fostering and adoption.

A satisfaction survey is also administered to currently licensed foster families each year. The majority of respondents in 2022 had been licensed for four or more years, and the majority of families had accepted two foster care placements from ECCH. Of the respondents who selected a response besides "Other," 97% of families reported that they receive an appropriate amount of support from ECCH. 94% of respondents selected either "Excellent" or "Above Average" when it comes to ECCH meeting their needs as a foster parent, and 93% selected "Excellent" or "Above Average" for ECCH having provided a placement that was a good fit for their family. The survey provides an opportunity for families to give additional feedback in other areas as well. Suggestions were received from families regarding foster parent trainings for currently licensed families. Feedback will be considered when planning for future foster parent trainings.

Another metric related to ECCH foster families that is reviewed annually by the PQI Committee is the average length of time that a family is licensed before their first adoption is finalized. In 2022, it took an average of 865.25 days from the time a family was licensed to the date of the adoption decree. It took an average of 694.5 days from a child's placement with the foster family to the date of the adoption decree. The data was gathered from the adoptions that took place during 2022, and only looked at those which were the first adoption for the family.

A Strengths, Needs, and Goals Assessment continues to be completed annually for each ECCH foster family. This assessment allows an opportunity for families to identify areas of strength as well as areas where additional support may be needed.



# ECCH EMPLOYEES

The employees are another essential piece to accomplishing the ECCH mission. Employees range from residential house parents to office personnel, Ebenezer Attic employees, and more. ECCH understands that the quality of the organization's services to clients is dependent on the quality of their employees, which is why they seek to hire, train, and retain quality employees.

The PQI Committee looks at a number of data relating to ECCH employees. One area that is reviewed is employee satisfaction. An Employee Satisfaction Survey is administered each year to employees. There is a version of the survey that is administered to all direct care staff, and another version that is similar but differs in some questions, that is administered to Attic staff.

Responses from the Employee Satisfaction Survey administered to direct care staff showed that 100% of respondents either "Agree" or "Strongly Agree" that ECCH employees take the initiative to help other employees when the need arises. 100% of respondents reported that they believe ECCH has a safe work environment. 100% of respondents also reported that they feel that the work of ECCH positively impacts people's lives.

Responses from the Employee Satisfaction Survey administered to Ebenezer Attic staff showed that 100% of respondents either "Agree" or "Strongly Agree" that employees treat each other with respect, that employees at Ebenezer Attic offer excellent customer service, and that they have been trained on how to address safety issues in the workplace.

Employee turnover data is reviewed annually by the PQI Committee as well and looks at data from the prior year. In 2022, employee turnover data from 2021 was reviewed. There were a total of 21 employee exits during the year, and 57 total employees. There were two full-time Wilkes Attic

positions that were added and one full-time Siler City Attic position that was added. There were no positions that were phased out. The total turnover rate for the year was 36.84%, which was the second highest rate since 2018. The position of house parent had a high turnover rate, which is typical. The position of social worker also had a high turnover rate, which has not been typical in past years.

Employee exit data from 2022 was reviewed, which is the second year that this data has been aggregated and shared with the PQI Committee. A survey is administered to employees who leave from ECCH to complete and offer feedback for the organization. The PQI Committee believes that this can offer valuable insight, and intends to continue collecting and reviewing employee exit data.

Employee self-evaluations continue to be administered each year. These allow employees to determine areas in which they have identified growth related to their work performance and any potential areas where they are less confident in their abilities and skills. An annual in-person evaluation is held with each employee to discuss their performance, and the self-evaluations are used to help guide conversation and determine if any other topics need to be discussed.

