



Boys & Girls Homes of North Carolina
PO Box 127 (400 Flemington Drive)
Lake Waccamaw, NC 28450

Boys & Girls Homes MISSION STATEMENT:

**"Boys & Girls Homes of North Carolina, Inc. is dedicated to providing a comprehensive array of residential and community-based services to meet the needs of vulnerable children by addressing their physical, emotional, social, educational and spiritual development."
Performance Quality Improvement**

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Boys and Girls Homes of North Carolina, Inc. has given quality care to over 5000 children since 1954, as we move forward in our commitment to provide quality service we invite you to become involved. According to President/CEO, Gary Faircloth:

"As we chart our direction and advance our programs to be able to meet the needs of 'the child now before us,' it is paramount that we have on-going measurement and evaluation of our programs to make sure we are achieving the outcomes we desire. Having a Performance and Quality Improvement (PQI) program will assure that our progress, direction and outcomes are evaluated on a regular basis. The end result of PQI is greater success in the lives of deserving children."

Boys & Girls Homes of North Carolina are now offering programs to fill the needs of the community, which include:

- Residential Care:
 - Solomon Assessment Center
 - Counseling
 - Model of Care
 - Pre Transition and Transitional living
 - Spiritual, Growth and Development
 - World of Work
 - Career Technical Training
 - Educational Development

- Community-Based Programming:
 - Foster Care
 - Therapeutic Foster Care
 - Adoption Services
 - Confidential Intermediary Service

PQI has been developed to continually improve the quality of care and services provided to all clients and families served throughout our continuum of care. In October of 2010, members of the board and staff completed several assessment instruments which helped to identify eight strategic long-range organizational goals. In 2014, a review was held and updated and again, these goals were then further defined by the development of focused goals and measurable outcomes. Boys & Girls Homes of North Carolina has developed and implemented a procedure to objectively assess the care and services we provide and to apply corrective actions when necessary. The agency's leadership provides the foundation for effective performance; BGHNC holds the belief that leadership involvement is the key to achieving an agency-wide commitment to improving quality and safety. The foundation for the PQI Team consists of:

- Members of the governing body
- Chief Executive Officer
- Vice President of Finance
- Vice President of Residential Services
- Vice President of Community-Based Services
- Vice President of Support Services

The Leadership Quality Council (LQC) receives regular information submitted by all departments which is reviewed, assessed and measured. The recommendations and feedback are given back to the leadership teams for corrective action plans or implementation.

This process ensures that we address the needs of our stakeholders who consist of clients, the families we serve, our employees, contractual agencies and our community through a culture of quality and safety. All of our stakeholders focus on maintaining excellence in performance. All of our stakeholders accept quality and safety as a personal responsibility. All individuals work together to reduce risk and minimize harm. Quality and safety thrive in a work environment that supports teamwork and respect for all people, regardless of their position within the organization.

BGHNC Strategic Planning is an organization-wide, three-year strategic plan. Each year the plan is reviewed and updated for progress and changes. The stakeholders involved in the review consist of members of the board, executive staff, administrative staff and other requested staff and stakeholders.

The review consists of:

- A. clarifies the organization's mission, vision, values and mandates
- B. establishes long term goals that follow its mission and mandated responsibilities
- C. assesses its strength, weaknesses, threats and opportunities
- D. assesses human resource needs
- E. identifies and formulates strategies for meeting identified goals

The long-term strategic planning review includes an examination of community needs that assesses:

- A. services offered by other providers in the community
- B. gaps in the array of services needed by the organization's defined service population
- C. accessibility issues
- D. the need to redirect, eliminate and/or expand service in response to changing demographics and the needs and wishes of the community

Following the review, the board of directors and staff develop a three-year Strategic Plan to be approved at the April board meeting. Based on the long-range goals, the board and staff develop an annual improvement plan. Results from the annual staff and stakeholders' surveys as well as results from PQI data permit a flexible response to changing conditions and needs. This plan outlines in concrete terms the action that will be taken during the fiscal year to move the agency towards achieving its three-year goals. This measurable process ensures that Boy & Girls Homes' vision, core values and mission of serving children since 1954 are met. Boys and Girls Homes of NC have been accredited by the Council of Accreditation since 2011.

Revised 8/25/2011
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