



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

June 8, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: Child Support Services Regional Support – Continuous Quality Improvement (CQI)
Specialist Assignments

REQUIRED ACTION: Information Only Time Sensitive Immediate

The mission of the Department of Health and Human Services (DHHS) is to provide essential services to improve the health, safety, and well-being of all North Carolinians. The Division of Social Services (DSS) is responsible for the supervision of county administered social services systems and the provision of the necessary management, development, and on-going implementation of policy and procedures as required by federal and state laws, regulations, and rules. The structure of DSS's supervision is moving into a regional model that provides support and monitoring for the local county DSS agencies. Under the regional support model, there are seven (7) contiguous regions, each of which will have a Continuous Quality Improvement (CQI) Specialist assigned to work collaboratively with the local offices to provide comprehensive technical assistance, monitoring, and training for their assigned region to identify areas of deficiency, develop CPI plans to address those deficiencies, and monitor the county's performance to ensure the county continuously moves towards meeting and/or maintaining their goals and performance measures.

Effective July 1, 2021, the Child Support Services Program will be shifting their regional support into the new seven regions. The CQI Specialists are a critical vehicle for communication between the Child Support central office and your county. They are responsible for addressing all areas that impact program services for child support at the local level. This includes monthly quality case reviews (currently being conducted virtually), setting goals for continuous quality improvement, monitoring county performance, conducting IRS security inspections, and being available to county leadership and team members to provide assistance as needed.

Attached to this letter you will find the new Regional Support map along with a list of the CQI Specialist that is assigned to your area. Your new CQI Specialist will be reaching out to your child support management team soon to schedule their first virtual visit during the month of July.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

I am also excited to announce that the position of supervisor for our new regional support team has been filled. Please join me in congratulating Tanya Glenn in her promotion to County Support Supervisor. Tanya brings a wealth of experience to this position as a front-line team member in a local county child support office, a county child support manager, and as a trainer for the Child Support Services Program. Under the direction of Verna Donnelly, Tanya will be leading our regional support team of CQI Specialists and Regional Trainers in monitoring, training, and providing technical assistance to the regions in which they are assigned. We will be hiring four additional regional trainers; those positions are expected to be posted and filled this summer. I know that Tanya will be excited to meet with each county to learn more about your program and the specific needs that your county has.

Finally, a new position has been created and expected to post this week. Under the direction of Debbie Henderson, the CQI/Program Monitoring Improvement (CQI/PMI) Specialist will be responsible for helping to identify counties who need targeted assistance to improve performance by analyzing data, conducting an in-depth study of potential issues, creating and working specific reports, and working closely with the CQI Specialist and the local county child support team.

If you have any questions or concerns, please let me know.

Sincerely,



Senior Director for Economic Security
North Carolina Child Support Director

Attachments

cc: Susan Osborne
IV-D CQI Specialists
Tanya Glenn

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