



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 28, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Child Support Services Regional Support – Change in Quality Case Reviews

REQUIRED ACTION: [X] Information Only [ ] Time Sensitive [ ] Immediate

The new regional support model, with seven (7) contiguous regions, has resulted in a change in the number of quality case reviews completed for counties. Effective July 1, 2021, the Continuous Quality Improvement (CQI) Specialists assigned to your office will conduct the appropriate number of reviews based on county caseload size. This change is a result of our efforts to have a CQI Specialist in each county in a region each month. The chart below compares the current number of reviews versus the new number of reviews that will be completed.

Table with 3 columns: County Caseload Size, # of Reviews (current process), # of Reviews (effective July 1, 2021). Rows include caseload sizes like 10,000 or more, 5,000-9,999, 2,000-4,999, and Less than 2,000.

If you have any questions about this change to the number of quality reviews, please contact the CQI Specialists assigned to your county.

Sincerely,

Carla L. West (handwritten signature)

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Continuous Quality Improvement Specialists

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