



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 27, 2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS/MANAGERS,
AND SUPERVISORS**

SUBJECT: FY 24/25, QUARTER 1 REGIONAL CQI MEETINGS

REQUIRED ACTION: Information Only **Time Sensitive** Immediate

PURPOSE: SCHEDULE FOR QUARTERLY REGIONAL CQI MEETINGS

North Carolina is currently participating in the Child and Family Services Review (CFSR) led by the Children's Bureau. This began with the statewide self-assessment that was submitted in February 2024 followed by case reviews, which are currently underway. Once the case review is complete, North Carolina will have to develop a Program Improvement Plan (PIP) to address how North Carolina will make improvements in items identified as Areas Needing Improvement based on the findings of the case reviews and statewide assessment. The PIP will align with and support the goals in our five-year Child and Family Service Plan (CFSP). The Continuous Quality Improvement (CQI) process that NCDSS uses, including the CQI Regional Meetings, is one method we will use to develop the PIP to ensure county feedback is incorporated into the plan. Many counties have invested in CQI in various ways and NCDSS continues to grow CQI efforts. For this quarter's meetings, we invite you to join us in an exploration of strengths we might want to leverage and areas of growth that need to be addressed using the PIP.

The dates for the FY 24/25, Q1 Regional CQI meetings are as follows:

Region	Date	Location
1	August 21, 2024	Jackson Co. DSS 15 Griffin St., Sylva, NC
2	August 19, 2024	Catawba Co. Family Services Center, 3030 11 th Ave. Dr, Hickory NC
3	August 6, 2024	Alamance Co. DSS 319 N. Graham Hopedale Rd, Graham, NC
4	August 29, 2024	Aberdeen Parks and Rec, 301 Lake Park Xing, Aberdeen, NC
5	August 8, 2024	Franklin Plaza, 279 S. Bickett Blvd, Louisburg, NC
6	August 14, 2024	Pender Agricultural Building, 801 S. Walker St, Burgaw, NC
7	August 16, 2024	Shepard-Pruden Memorial Library, 106 W. Water St, Edenton, NC

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Purpose: The purpose of this quarter's Regional CQI meetings is to facilitate a problem exploration and data analysis discussion focused on what is informing strengths and areas for growth in the regions. This information will be used to develop a PIP that is both feasible and successful in improving outcomes. The target audience for these meetings is supervisors, those directly connected to the practice and have an understanding of what is happening at the case level, but can also identify trends across staff. Others are welcome to attend, and all perspectives are valued and invited.

Process: Data for each region will be sent out in advance of the meeting for your review. To gain maximum perspectives and insight, we encourage you to share the data with staff and management and discuss the following questions:

- What strengths do you see?
- What concerns or worries do you have in looking at the data?
- What do you think might be contributing to the observations?

We will dedicate this quarter's meeting entirely to problem exploration. Next quarter will be dedicated to considering possible solutions and discussion around implementation issues.

Attendance: Staff from all levels of DSS are invited to attend and provide their perspectives on the data provided. Supervisors who are directly connected to the practice and have an understanding of what is happening at case level, while also being able to identify trends across workers, are especially encouraged to attend.

Logistics: Counties should plan to attend the meeting **in their region** and bring appropriate staff depending on the agenda items. All meetings will be from **10 AM – 3 PM** and will include time for a working lunch. Lunch will be one hour in length and attendees are encouraged to plan so that they can return to the meeting in a timely fashion. This will allow us to maximize our time. Various state staff will be in attendance and available to answer questions or discuss issues during breaks.

I am excited and proud to be a part of this collaboration to improve our practice and hope we will break records for turnout. You and your staff are the driving force, and we need your ideas!

If you have questions and/or suggestions for either agenda items and/or future meeting locations, please contact Holly McNeill at holly.mcneill@dhhs.nc.gov.

Sincerely,

Peter L. West

Peter L. West,
Section Chief for County Operations
Division of Social Services

Cc:

Lisa Tucker Cauley, Division Director of Human Services
Adrian Daye, Deputy Director for Child Welfare Practice
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety and Prevention Services
Heather McAlister, Family First Prevention Services Manager

CWS-48-2024