



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

September 7, 2022

Dear County Directors of Social Services

Attention: Directors, Child Welfare Program Administrators/Managers, and Supervisors

Subject: Quarterly Regional CQI Meetings

REQUIRED ACTION: Information Only Time Sensitive Immediate

Purpose: Schedule for Quarterly Regional CQI Meetings

As the North Carolina Division of Social Services (NCDSS) continues to implement Session Law 2017-41/House Bill 630 (Rylan's Law) NCDSS is excited to launch Quarterly Regional CQI Meetings, beginning in FY22/23, Q2 (October-December). These meetings will be in person and will include the following:

- Opportunities for NCDSS to share information with county personnel
- Opportunities for county personnel to provide feedback and ask questions
- Sharing of data on the county, region, and statewide level
- Discussions regarding root cause and the "story behind the data"
- Opportunities to both share current successes, and brainstorm solutions
- Discuss implementation of solutions
- Discuss progress, barriers, and sustainability.

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. Where possible, we will coordinate a lunch order. Details regarding lunch arrangements will be sent closer to the dates of the meetings.

NCDSS has made every effort to choose locations that are as central as possible and invites feedback regarding locations. Work is underway now to set up the meetings for Q3 and Q4 so that counties will be able to plan accordingly.

The dates for the Q2 Regional CQI meetings are as follows:

- Region 1: 10/19 Jackson County DSS
- Region 2: 10/5 Catawba County DSS
- Region 3: 10/27 Guilford County DSS, Highpoint Office
- Region 4: 10/18 Richmond County Community College
- Region 5: 11/2 Wilson County DSS
- Region 6: 10/26 Onslow County DSS
- Region 7: 11/3 Bertie County DSS

You can expect that our first agenda will include a discussion involving cleaning up data so that accurate data can be utilized to make better decisions about solutions leading to better outcomes for children and families.

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.ncdhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

An agenda, data points to be discussed as well as information about lunch will be sent out no later than a week prior to the meeting. If you have questions or suggestions for either agenda items or future locations, please contact Holly McNeill, holly.mcneill@dhhs.nc.gov.

Sincerely,
Peter L. West
Peter L. West, ThM.
Section Chief for County Operations
Division of Social Services
North Carolina Department of Health and Human Services

Cc: Susan Osborne, Assistant Secretary for Human Services
Lisa T. Cauley, Senior Director for Child, Family and Adult Services
Adrian Daye, Deputy Director for Child Welfare Practice
Tammy Shook, Interim Deputy Director for County Operations/Regulatory & Licensing
Kathy Stone, Section Chief for Safety and Prevention Services
Kimaree Sanders, Interim Section Chief for Regulatory & Licensing
Carla McNeill, Section Chief for Permanency Planning

Attachment: Regional CQI Meetings, FY 22/23, Q2

CWS-52-22