



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

September 23, 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: Follow Up Information Regarding Regional CQI Meetings

As you are aware, the North Carolina Division of Social Services is transitioning to a regional support model to provide improved technical assistance to county agencies. In alignment with this model, Child Welfare Services will begin convening Continuous Quality Improvement (CQI) meetings in each region. This letter provides additional information for directors and staff who plan to attend. As a follow up to the DCDL dated 9/7/22, CQI meetings will be held on the following dates:

- 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

Purpose: The Regional CQI working meetings will continue to provide an opportunity for counties to interact and connect with both NC DSS and other county agencies. The goal for each meeting is that attendees will leave with specific strategies to improve outcomes for children and families. Each quarter, we will address a specific child welfare outcome using the CQI process.

Process: True to the CQI process, we will begin by identifying the problem through reviewing data and discussing data backstories, as well as identifying possible root causes. This work will be done in small breakout groups, when appropriate. We will then research and decide on solutions. We will develop more than one solution for implementation at the county level, and solutions will be developed for NC DHHS' consideration. Next, we will examine barriers to implementation and develop strategies to overcome those barriers. Finally, we will monitor/evaluate solutions at the next quarterly meeting, where agencies will be asked to share how implementation has gone thus far. Also, during this next quarterly meeting, a follow up look at data will occur, to identify any changes in outcomes.

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

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County, regional, and statewide data will be gathered and distributed to counties in each region approximately one week prior to the meetings so the data can be reviewed ahead of time, and so that county staff can consider what additional, internal data they have that will contribute to better understanding of the issues. County staff are encouraged to bring data to the meetings so that the larger group can consider its meaning and discuss possible solutions.

For instance, if counties believe that some of the data shared may be impacted by current staffing levels, it might be helpful for counties to bring staffing data, including comparisons with caseload standards and information about budgetary constraints. Neighboring counties in the same regions may then be able to share strategies that have worked for them in addressing this issue.

Attendance: Because the meeting topic will be targeted, we ask that counties thoughtfully consider who should attend these meetings. If you have CQI staff or others who are familiar with the CQI model and how it is used in your agency, they will be helpful to include.

Each agency should determine the best people to send to the meetings respective to the meeting agenda topics. This quarter's meetings (can the dates be inserted here?) will focus on repeat maltreatment so supervisors and/or managers from Assessments and/or In-Home Services may be best suited to attend. They may be best able to speak to the stories behind the data and identify possible root causes.

Logistics: Information about lunch for each meeting will also be provided. When possible, we will offer a link for individual lunch orders and payments, to be delivered. If this is not possible, we ask that attendees bring lunches to the meetings for a 30–45-minute working lunch, during which a slideshow with reminders and helpful information will be played. This will allow us to maximize of our time.

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.

Peter L. West

Peter L. West, Section Chief
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: Agenda CQI Regional Meetings, FY 22/23, Q2

CWS-55-2022