



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

September 14, 2023

Dear County Directors of Social Services

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

Subject: FY 23/24, Quarter 2 Regional CQI Meetings

REQUIRED ACTION: Information Only Time Sensitive Immediate

Purpose: Schedule for Quarterly Regional CQI Meetings

The Regional CQI meetings continue to be productive and successful due to the thoughtful participation of both county partners and other stakeholders. The families, youth and children of North Carolina deserve the intention and focus that CQI provides, when the full CQI cycle is engaged.

This quarter we will apply the CQI cycle to Domestic Violence (DV) and our work with both survivors, perpetrators and children. Domestic Violence is a complicated and fraught issue, and is often misunderstood, and therefore inappropriate interventions are put in place, that can actually be harmful. The Q2 CQI meetings will give us an opportunity to consider where agencies and staff are in their understanding of the unique dynamics of DV, and brainstorm ideas for how we can provide better support to all family members to achieve greater safety.

NCDSS continues to make every effort to choose locations that are easily accessible and NCDSS invites feedback regarding locations.

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

- • Region 1: 11/1 Jackson Co. DSS Sylva, NC
- • Region 2: 10/30 Catawba Co. DSS, Hickory, NC
- • Region 3: 10/16 Forsyth Health Dept, Winston-Salem, NC
- • Region 4: 10/26 Richmond Community College, Hamlet, NC
- • Region 5: 10/4 Nash Co. Cooperative Extension Nashville, NC
- • Region 6: 10/24 Jones Co. Civic Center, Trenton, NC
- • Region 7: 10/5 Currituck Co. DSS Currituck, NC

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 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.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Process: This quarter we will begin by checking in on the “Monitor Progress” step of the CQI cycle. Each county will share strategies they have implemented to improve any of the areas we have explored in previous CQI Regional Meetings. It will be important that counties be prepared to talk about both any barriers they have encountered, as well as indicators of progress they have observed. Next, we will begin to explore data, root cause, and possible solutions to maximizing the use of Kinship placements. We will continue to use large and small group discussions.

County, regional, and statewide data will be gathered and distributed to counties in each region three to four weeks prior to the meetings so the data can be reviewed ahead of time and county staff can consider the story behind the data. Counties will be asked to gather and provide data regarding the quarters topic to be shared and analyzed during meetings. A link for a survey will be included in the regional emails which will be the avenue for collecting data. The requested may be quantitative or qualitative in nature, and counties agencies are encouraged to engage all levels of staff in the gathering of the data, and discussions of data to provide different perspectives. Requested data will be due 7 days before each regional meeting.

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 will focus on working with survivors and perpetrators of Domestic Violence, and may be pertinent to all areas of Child Welfare.

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 lunch. Lunch will be 1 hour, during which a slideshow with reminders and helpful information will be displayed. 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.

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 for County Operations
Division of Social Services

Cc: Susan Osborne, Deputy Secretary for Opportunity and Well-Being
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