



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
LISA TUCKER CAULEY • Division Director, Human Services

09-26-2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: FY 24/25, QUARTER 2 REGIONAL CQI MEETINGS

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

Purpose: SCHEDULE FOR QUARTERLY REGIONAL CQI MEETINGS

The FY 25, Q1 meetings have been productive in exploring data from various sources, including from the first half of the case review stage of our Child and Family Services Review (CFSR). County and state staff worked together to identify possible root causes. The CFSR is not an event that is over when the record reviews are complete. It is an ongoing process of collecting and analyzing data for root cause; exploring solutions; creating detailed implementation plans; and monitoring that implementation. In short, it is a CQI process. We will continue that process in the Quarter 2 Regional CQI meetings. The goals we have set in our Child and Family Services Plan (CFSP), in partnership with our stakeholders, are our map for moving forward. The Program Improvement Plan (PIP) will lay out our strategies for addressing any areas identified as needing improvement. Building on the work done in our Quarter 1 meetings, Quarter 2 will provide an opportunity to first prioritize the root causes we need to focus on; and secondly, to begin to create solutions and discuss implementation. This work will be a jump start to development of the PIP which will continue in 2025 when we receive our final report on the CFSR and hold a Joint Planning/PIP Development meeting with stakeholders across the state and across our system.

One change you will notice in this quarter's meetings is that they will be spread across the entire quarter.

The dates for the FY 24/25, Q2 Regional CQI meetings are as follows:

- Region 1: 12/2 Swain Regional Training Ctr. Rm 307, 45 E. Ridge Dr, Bryson City, NC
- Region 2: 12/3 Caldwell DSS, Tammy Austin Conf Rm, 2345 Morganton Blvd, Lenoir, NC
- Region 3: 11/5 Guilford DSS, 1203 Maple St, Greensboro, NC
- Region 4: 11/6 Richmond Comm College, Cole Auditorium, 1042 Hamlet Ave, Hamlet, NC
- Region 5: 10/30 Halifax DSS, 4421 US 301, Halifax, NC
- Region 6: 10/22 Duplin. DSS, 423 N. Main St, Kenansville, NC
- Region 7: 10/29 Washington DSS, 209 E. Main St, Plymouth, 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: Prioritize root causes identified in the Quarter 1 meetings and explore possible solutions. This information will be used in the development of our PIP. The target audience for these meetings is leaders and staff at all levels, including CQI staff. It will be important to have the perspective of both those who will have to operationalize the plan as well as those leading the agencies. All perspectives are valued and invited.

Process: Data and/or information for each region will be sent out at least 1 week in advance of the meeting for your review. To gain maximum perspectives, and insight, we encourage you to share the data and information with staff and management and discuss the following questions:

- What do you see as the areas that will have the most impact on the outcomes of the CF SR?
- What concerns or worries do you have about implementing changes in these areas?
- What do you know about what has worked in these areas in the past, or strategies your agency might be using that seem to be working?

Attendance: Staff from all levels of DSS are invited to attend and provide their perspectives on the information provided. Supervisors, who are directly connected to the practice, and understand 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 turn out. You and your staff are the driving force, and we need your perspective and 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.

Peter L. West

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

Cc:

Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult, Regional Support
Adrian Daye, Deputy Director for Child Welfare Practice
Donna Fayko, Interim Deputy Director for County Operations
Heather McAlister, Section Chief for Child and Family Services
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety and Prevention Services

CWS-72-2024

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