



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

December 07,2022

Dear County Directors of Social Services

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

Subject: Quarter 3 Regional CQI Meetings

REQUIRED ACTION: Information Only Time Sensitive Immediate

Purpose: Schedule for Quarter 3 Regional CQI Meetings

The North Carolina Department of Social Services (NCDSS) would like to thank all who attended the inaugural Quarterly Regional CQI meetings. We had participation from 91 of our 100 counties. The feedback received from these first meetings was positive and due in large part to the robust participation of the diverse group of county staff that attended and took part in the CQI process.

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

The dates and locations for the 3rd Quarter Regional CQI meetings are as follows:

- Region 1: 2/1/23 Haywood Co. Cooperative Extension
- Region 2: 1/31/23 Caldwell County DSS
- Region 3: 1/19/23 Guilford County DSS, Greensboro Office
- Region 4: 1/26/23 Richmond County Community College
- Region 5: 1/11/23 Nash County Cooperative Extension
- Region 6: 1/27/23 Duplin County Cooperative Extension
- Region 7: 1/12/23 Washington County DSS

Our data focus will include a discussion on Monthly Foster Care Visits (MFCV) and Placement Stability.

Purpose: The Regional CQI working meetings will continue to provide an opportunity for counties to interact and connect with both NCDSS 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

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

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 Repeat Maltreatment, with an emphasis on barriers encountered and steps taken to overcome those barriers. This will be followed by a discussion of MFCV and Placement Stability. Using the CQI cycle we will discuss strategies for improvement in this area. There will also be a discussion on data clean up. We will continue to use large and small group discussions. As in Quarter 2, we will discuss the data used in this area and definitions that might be helpful.

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 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 potential impact, meaning and possible solutions.

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. **This quarter’s meetings will focus mainly on MFCV and Placement Stability so supervisors and/or managers from Permanency Planning may be best suited to attend.** As we will be reporting on strategies for improving Repeat Maltreatment, it would be helpful to include a representative from that area or ensure that someone from your agency is prepared to report out on the activities that resulted from the Quarter 2 meetings.

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. Participants should bring their lunch or make plans to go out and pick something up. Lunch will be 40-45 minutes, during which a slideshow with reminders and helpful information will be played. This will allow us to maximize 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.

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, Q3

CWS-74-2022