



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

November 30, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

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

SUBJECT: FY 23-24 QUARTER 3 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 initial and ongoing safety and risk assessment. A thorough and accurate assessment of safety and risk is the bedrock of the work we do, from the first time we meet the family, until the decision to close the case in any service area is made. Quarter 3 meetings will be an opportunity to take a critical look at the work we are doing and bravely address the shortcomings, while celebrating and maximizing the strengths.

The dates for the Q3 Regional CQI meetings are as follows:

- Region 1: 2/2 Swain County: Business Education Training Center, 45 E. Ridge Dr, Bryson City, NC
- Region 2: 1/31 Caldwell County: DSS, 2345 Morganton Blvd, Lenoir, NC
- Region 3: 1/30 Guilford County: DSS, Greensboro Office 1203 Maple St, Greensboro, NC
- Region 4: 2/13 Moore County: Aberdeen Parks and Rec. 301 Lake Park Crossing, Aberdeen, NC
- Region 5: 3/1 Franklin County: Franklin Plaza, 279 S. Bickett Blvd, Louisburg, NC
- Region 6: 2/15 Pender County: Agricultural Building, 801 S. Walker St, Burgaw, NC
- Region 7: 2/28 Dare County: DSS, 107 Exeter St. Manteo, 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 specific child welfare outcomes, aligned with NC's Child and Family Services Plan, using the CQI process.

Process: This quarter we will begin by checking in on the "Monitor Progress" step of the CQI cycle. Counties will share strategies they have implemented to improve any of the areas we have explored in previous CQI

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Regional Meetings, but specifically, Placement Stability. 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 improving both initial and ongoing assessment of safety and risk. 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 approximately four weeks prior to the meetings so the data can be reviewed ahead of time. Counties may be asked to provide some local data to add to the conversation, and a survey will be provided to gather that data. The local data will be due approximately 3 days before the meeting date, which should give ample time to gather it.

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. As this quarter's topic is relevant in all areas of Child Welfare, all levels of staff from different areas of Child Welfare may benefit and contribute to this meeting. Each agency should determine the best people to send to the meetings respective to the meeting agenda topics.

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.

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, Senior Director of Human Services
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