



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

December 12, 2024

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: FY 24/25, QUARTER 3 REGIONAL CQI MEETINGS**

**PURPOSE: SCHEDULE FOR QUARTERLY REGIONAL CQI MEETING**

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

The Quarter 3 Regional meetings will continue the focus on data related to NC DHHS-DSS Child and Family Services Plan (CFSP) The Q3 meetings will explore data related to the Health Care Oversight and Coordination Plan (HCOP). Data will be presented showing diagnoses among our foster care population as well as the rate of prescriptions for psychotropic medications among foster children. We invite those attending to come prepared to talk about what's going well in the areas of physical, mental, and dental health; what challenges exist in these areas; and what steps you are taking to improve these areas.

In addition, we will review the solutions developed in Q2 with the goal of refining them. We will continue to discuss where we are in the CFSR process and share information about upcoming opportunities to have a voice in the development of the Program Improvement Plan (PIP) and writing of the Annual Progress and Services Report (APSR).

The dates and locations for the FY 24/25, Q3 Regional CQI meetings are as follows:

- Region 1: 3/5 Haywood Co. DSS, 157 Paragon Pkwy, Clyde, NC
- Region 2: 3/3 Foothills Higher Education Center, 2128 S. Sterling St. Morganton, NC
- Region 3: 2/18 Forsyth Co DSS, 741 N. Highland Ave, Winston-Salem, NC
- Region 4: 2/21 Aberdeen Parks and Rec, 301 Lake Xing, Aberdeen, NC
- Region 5: 1/8 Franklin Plaza, 279 S. Bickett Blvd, Louisburg, NC
- Region 6: 3/18 Onslow Co. DSS, 612 College St, Jacksonville, NC
- Region 7: 1/9 Dare Co. DSS, 109 Exeter St. Manteo, 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:** Provide information regarding the HCOP and analyze data regarding medication management for children in foster care; as well as discuss strengths and challenges around meeting the required medical and dental needs of foster children.

**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 questions does the data bring up for you?
- 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 offer 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 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 will be 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 look forward to starting 2025 with a great group of creative minds. You and your staff are the driving force, and we need your perspective and your ideas!

If you have questions and/or suggestions for how we might improve these meetings, please contact Holly McNeill at [holly.mcneill@dhhs.nc.gov](mailto:holly.mcneill@dhhs.nc.gov).

Peter L. West

*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  
Kimaree Sanders, Section Chief for Regulatory and Licensing  
Kathy Stone, Section Chief for Safety and Prevention Services  
Heather McAllister, Section Chief for Child and Family Services  
Ben Rose, Lead Regional Director

CWS-90-2024

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