



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

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Division of Aging and Adult Services

December 5, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: Continuous Quality Improvement Tool and Process Updates

REQUIRED ACTION: Information Only Time Sensitive Immediate

On July 1, 2022, Adult Services Continuous Quality Improvement Specialist (CQI-S) began to use a newly revised CQI Assessment tool with County Departments of Social Services (DSS) at each quarterly consultation. The revised version of this tool was created in partnership with all 100 county DSS' who provided input via surveys and those counties that participated in the pilot group. The Adult Services Team has continued to connect with county DSS and the pilot group to receive feedback regarding the tool and processes related to the utilization of the tool.

In response to requests from our county DSS partners and in an effort to provide additional support, the CQI tool and processes are being updated as follows effective January 1, 2023:

Random Sampling of Records

- CQI-S will randomly select records for review. Counties can expect to receive the names for records no later than the 7th day of each calendar month prior to their scheduled consultation.
- The current schedule will continue as follows:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
2 Most Recent Screened Out Reports <i>(Identified by county based off of intake log)</i>	2 Most Recent Screened Out Reports <i>(Identified by county based off of intake log)</i>	2 Most Recent Screened Out Reports <i>(Identified by county based off of intake log)</i>	2 Most Recent Screened Out Reports <i>(Identified by county based off of intake log)</i>
2 APS Cases <i>(Identified by CQI-S)</i>	2 APS Cases <i>(Identified by CQI-S)</i>	2 APS Cases <i>(Identified by CQI-S)</i>	2 APS Cases <i>(Identified by CQI-S)</i>
2 SAIH Cases <i>(Identified by CQI-S)</i>	2 Guardianship Cases <i>(Identified by CQI-S)</i>	2 SAIH Cases <i>(Identified by CQI-S)</i>	2 Guardianship Cases <i>(Identified by CQI-S)</i>

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LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101
www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Counties must submit records to their CQI-S for review by encrypted e-mail or electronic fax no later than the 20th day of each calendar month (or the next business day if the 20th falls on a day when the agency is closed) prior to the month of their consultation.

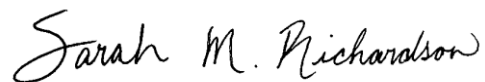
Annual Review of Processes

- CQI-S will annually review processes related to oversight of Adult Services programs. Documentation of these reviews will be captured in the CQI Assessment. A worksheet has been added to this workbook and can be viewed by clicking [here](#).

Questions regarding these processes can be sent to the listserv at DAAS.AdultServices@dhhs.nc.gov.

We appreciate your continued collaboration regarding our CQI processes, and we will remain committed to our partnership to continue to receive feedback on the tool and CQI processes for the FY23/24 CQI Assessment tool development.

Sincerely,



Sarah M. Richardson
Adult Services Program Administrator

SR/ab

Att. CQI Tool Assessment 12-2022 Update

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