



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

July 1, 2024

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: ALL COUNTY DSS DIRECTORS AND ADULT SERVICES LEADERSHIP**

**SUBJECT: Adult Services Continuous Quality Improvement Process Updates**

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

**FY24/25 CQI TOOL AND PROCESS UPDATES**

- **Updated Continuous Quality Improvement (CQI) Tool:** The CQI Tool has been updated for State Fiscal Year (SFY) 24/25 and can be found on the NC DHHS Adult Services on the new NC DHHS Adult Services SharePoint site at the following link: [https://ncconnect.sharepoint.com/:x:/r/sites/DHHSAdultServices/\\_layouts/15/Doc.aspx?sourcedoc=%7B001F3076-EC5E-462F-AD5A-1EFB22E42BC2%7D&file=FY24-25-CQITool-Final-6-6-24.xlsx&action=default&mobileredirect=true](https://ncconnect.sharepoint.com/:x:/r/sites/DHHSAdultServices/_layouts/15/Doc.aspx?sourcedoc=%7B001F3076-EC5E-462F-AD5A-1EFB22E42BC2%7D&file=FY24-25-CQITool-Final-6-6-24.xlsx&action=default&mobileredirect=true).
- **CQI Process Changes:** In SFY 24/25, to provide added support to our counties, we will increase our review of screened out reports to the four most recent screened out reports per quarter. In addition, in an effort to promote CQI work as an ongoing activity, the only quarter when CQI record reviews will not be conducted is in a quarter when a county is undergoing programmatic monitoring.
- **CQI Training Video:** A training video for the CQI tool can be found on the Adult Services Learning Management System (LMS) in the Tier 2E section titled "GS 224: Adult Services CQI." All members of leadership who participate in CQI Consultations should watch this video prior to their consultation. As new members join the Adult Services team, this video should be watched as part of their onboarding.
- **County Input Form:** In SFY 24/25, when your county receives the sample name list (by the 7<sup>th</sup> day of each month before the consultation), your county will also be asked to submit a county input form with record submissions. The county input form is a brief one-page form to allow counties a time of reflection and sharing of their own strengths, areas for growth, and status for previously identified CQI goals. This county input form can be seen on the CQI tool and will be available on the NC DHHS Adult Services SharePoint site at the following link: [https://ncconnect.sharepoint.com/:x:/r/sites/DHHSAdultServices/\\_layouts/15/Doc.aspx?sourcedoc=%7BD0A7F444-95C0-4EE8-93CF-](https://ncconnect.sharepoint.com/:x:/r/sites/DHHSAdultServices/_layouts/15/Doc.aspx?sourcedoc=%7BD0A7F444-95C0-4EE8-93CF-)

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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[C5C5120F966F%7D&file=CountyInputforCQI-FY24-25.xlsx&action=default&mobileredirect=true](https://www.dhhs.nc.gov/Portals/0/C5C5120F966F%7D&file=CountyInputforCQI-FY24-25.xlsx&action=default&mobileredirect=true).

## **STATEWIDE GOALS FOR SFY 24/25**

In SFY 24/25 we will continue to work together to identify county specific goals that are individualized to your county and assess strengths and areas for growth. In addition, in SFY 24/25, we will work together, through continuous quality improvement support, to ensure all counties obtain three statewide goals which include:

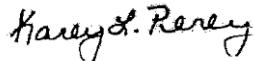
- working to establish active multi-disciplinary teams (MDTs) in all 100 NC counties,
- working to ensure that Adult Protective Services (APS) intake and screening are congruent with APS criteria in all cases, and
- working to ensure all APS case decisions are congruent with APS criteria.

While these goals have been a part of conversations in consultations for years, we are elevating these as priorities in North Carolina and as such in SFY 24/25 we will provide additional training, oversight and support in these specific areas to counties, as we all work towards collective growth.

- A tutorial video for the SFY 24/25 Statewide Goals be found on the LMS in the tier 2E section titled "GS 223: Statewide CQI Goals for FY 24-25". All members of leadership who participate in CQI Consultations should watch this video prior to their consultation.

If you have questions or concerns regarding this correspondence, please contact the listserv at [DAAS.AdultServices@dhhs.nc.gov](mailto:DAAS.AdultServices@dhhs.nc.gov).

Sincerely,



Karey Perez  
Deputy Director  
NC DHHS Adult Services

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