



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

March 6, 2024

Dear County Directors of Social Services

Attention: Directors, Food and Nutrition Services (FNS), Work First (WF), and Energy Program Administrators/Managers, and Supervisors

Subject: Economic and Family Services Regional In - Person CQI Meeting Schedule

REQUIRED ACTION: Information Only

The Regional CQI meetings continue to be productive and successful due to the thoughtful participation of both county partners and other stakeholders. The families of North Carolina deserve the intention and focus that CQI provides, when the full CQI cycle is engaged. NC DSS continues to make every effort to identify locations which have the capacity to host the regional meetings. NC DSS invites feedback and host volunteers for future meetings.

The dates for the Regional CQI meetings are as follows:

- **Region 1:** April 15. Henderson County Public Library; Kaplan Auditorium
 - 301 N Washington Street, Hendersonville, NC 28739
 - Total capacity: 125; total individuals per county: 8
- **Region 2:** April 16. Iredell County Department of Social Services
 - 549 Eastside Drive, Statesville, NC 28625
 - Total capacity: 150; total individuals per county: 10
- **Region 3:** April 19. Davie County Department of Human Services; Training Room.
 - 154 Government Circle Drive, Mocksville, NC 27028
 - Total capacity: 150; total individuals per county: 10
- **Region 4:** April 11. Union County Human Services Agency.
 - 2330 Concord Ave, Monroe, NC 28110
 - Total capacity: 200; total individuals per county: 14
- **Region 5:** April 25. Wake County Commons Building
 - 4011 Cary Drive, Raleigh, NC 27610
 - Total capacity: 225; total individuals per county: 16
- **Region 6:** April 9. Pender County Annex Auditorium
 - 15060 US - 17 Hampstead, NC 28443
 - Total capacity: 250; total individuals per county: 17
- **Region 7:** April 23. Virginia Tillette Community Center.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- 950 Marshall C Collins Drive, Manteo, NC 27954
- Total capacity: 200; total individuals per county: 14

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 programmatic success.

Process: Each county and participant will be asked to engage in an interactive session on thorough interviewing skills. Information will be conveyed through modeling, role plays, and discussion. Policy updates, discussion and case scenario information will be presented for all programs represented. Counties are encouraged to send individuals to this meeting who have day to day firsthand knowledge and/or oversight of programs to this meeting. Large and small group discussion will be utilized.

Attendance: Capacity of meeting is determined by the available space within the hosting county. Counties must attend the regional meeting being held within their region. The locations utilized for this meeting were intentionally selected to allow counties to send multiple individuals from each program. Counties are encouraged to send front line supervisors, case managers, and trainers to this meeting. Due to potentially limited parking availability staff are encouraged to carpool as much as possible.

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 an hour for lunch on your own. 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 either Adrienne Rice at Adrienne.Rice@dhhs.nc.gov or Emma Burgy-Burnette at Emma.Burgy@dhhs.nc.gov.

Sincerely,



Allison W. Smith, Deputy Director
Division of Social Services, Economic and Family Services

AWS/abr

EFS-FNSEP-05-2024

Attachment (1)
Agenda