



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations
for Human Services

February 9, 2022

Dear County Directors of Social Services

Attention: Agency Directors, Food and Nutrition Services Managers and Supervisors, Work First Managers and Supervisors, Energy Programs managers and Supervisors

Subject: Regional Support Model information and Continuous Quality Improvement Specialist Regional Assignments

Priority: Information Only

The mission of the Department of Health and Human Services (DHHS) is to provide essential services to improve the health, safety, and well-being of all North Carolinians. The Division of Social Services (DSS) is responsible for the supervision of county administered social services systems and the provision of the necessary management, development, and on-going implementation of policy and procedures as required by federal and state laws, regulations, and rules. The structure of DSS's supervision is moving into a regional model that provides support and monitoring for the local county DSS agencies.

Effective March 1, 2022, the Economic and Family Services (EFS) Program will be transitioning to the regional support model. The EFS field staff, formerly comprised of eight (8) Operational Support Team members, four (4) Food and Nutrition Services Management Evaluators, and two (2) Work First Monitors, have all been reclassified to Continuous Quality Improvement (CQI) Specialists. The CQI Specialists are responsible for addressing all areas that impact program services at the local level.

The CQI process/cycle that EFS will utilize to support local departments and optimize program performance is Assess → Plan → Improve. The CQI Specialist will play a critical role in the CQI cycle and will serve as the first line of support for county departments. The primary roles of the CQI Specialist are outlined below:

1. Monitoring County Performance (Assessment)
2. CQI Planning and Implementation (Planning)
3. Policy Interpretation (Improvement)
4. Providing Technical Assistance and Training (Improvement)

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

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Under the regional support model, there are seven (7) contiguous regions, each of which has two Continuous Quality Improvement (CQI) Specialists, one assigned to the Work First program and one assigned to the FNS and Energy programs, forming a CQI team that works together to provide support to your county. Each region's CQI team works collaboratively to provide policy interpretation and basic system functionality guidance as well as comprehensive technical assistance, monitoring, and training to identify areas of needed improvement, develop CQI plans when needed, and monitor the county's performance to ensure the county continuously moves towards meeting and/or maintaining performance measures.

Regional CQI team assignments are outlined below:

Region	Work First	FNS	Energy
Region 1	Shelia Justice	Kim Collie	Kim Collie
Region 2	Tracie Crumel	Harold Weaver	Harold Weaver
Region 3	Adrienne Rice	Tabitha Tucker	Tabitha Tucker
Region 4	Wendy Rachels	Emma Burgy	Emma Burgy
Region 5	Kea Alexander	Crystal Smith	Crystal Smith
Region 6	Gillettia Morgan	vacant	vacant
Region 7	Lisabeth Sumner	Deborah Brown	Deborah Brown



EFS staff will present detailed information on the transition to the CQI regional support model during individual meetings with each county that will be scheduled during the month of February. Please continue to direct all policy questions to DSS.Policy.Questions@dhhs.nc.gov. In preparation for the transition to the regional support model, the Management Evaluation schedule was revised; refer to the DCDL dated January 12, 2022, for information on the schedule for the remainder of FFY 2022.

We look forward to this transition and trust that the Continuous Quality Improvement process will be beneficial to local agencies in your efforts to meet performance measures outlined in the MOU.

Sincerely,

A handwritten signature in blue ink that reads "Carla West".

Carla West, Senior Director for Economic Security
Economic and Family Services

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