



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

Date: March 31, 2022

Attention: County Directors of Social Services
FNS, Energy and Work First Administrators, Managers and Supervisors

Subject: Continuous Quality Improvement (CQI) Team Reminders and Updates

Priority: Information Only

Dear County Directors of Social Services:

On March 1, 2022, the Economic and Family Services Section transitioned to a Continuous Quality Improvement Regional Support model. One of the major responsibilities of the CQI team is to provide responses to policy questions sent in by county staff. This is a vital component in providing support to county staff. To ensure this process is both efficient and effective, please be reminded of the following steps county staff should take prior to submitting questions to the CQI team:

1. County staff should thoroughly research program policy. If you need to submit a question after researching policy, please include policy sections that were reviewed on the "Continuous Quality Improvement Team Policy Question Submission" form.
2. County staff should also utilize the agency's internal resources including seeking guidance from supervisors, lead workers, trainers, etc.
3. Questions should only be sent from supervisors, lead workers or training staff only.
4. Questions should be submitted utilizing the CQI Team Policy Question Submission form (attached) and sent to the policy email address at DSS.Policy.Questions@dhhs.nc.gov. Questions should not be emailed directly to the county's CQI Specialist.
5. The turnaround time for responding to policy questions is two (2) business days. At times, further research may be needed and, in these cases, the CQI Specialist will communicate this to county staff within the two (2) day timeframe.

If you have any questions regarding this process, please submit your questions to the policy email address at DSS.Policy.Questions@dhhs.nc.gov. Our goal is to ensure the CQI team is providing valuable assistance to local agencies; therefore, effective and efficient processes are key in reaching this goal.

Sincerely,

Carla West, Senior Director for Economic Security
CW/sfe

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

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