



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

September 26, 2023

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:** October 24. Jackson Co. Department of Social Services.
 - 15 Griffin St, Sylva, 28779
 - Total capacity: 50; total individuals per county: 3
- **Region 2:** October 24. Caldwell Co. Department of Social Services.
 - 2345 Morganton Blvd SW Suite A, Lenoir, 28645
 - Total capacity: 100; total individuals per county: 6
- **Region 3:** October 25. Guilford Co. Department of Social Services.
 - 1203 Maple St, Greensboro, 27405
 - Total capacity: 50; total individuals per county: 3
- **Region 4:** October 26. Union Co. Department of Social Services.
 - 2330 Concord Ave, Monroe, 28110
 - Total capacity: 100; total individuals per county: 7
- **Region 5:** October 25. Wake Co. Department of Social Services.
 - Somerset Building. 4401 Bland Rd. Raleigh, 27609
 - Total capacity: 65; total individuals per county: 4
- **Region 6:** October 18. Duplin Co. Department of Social Services.
 - 423 N Main St. Kenansville, 28349
 - Total capacity: 50; total individuals per county: 3

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

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- **Region 7:** October 18. Beaufort Co. Department of Social Services.
 - 632 W. Fifth St. Washington, 27889
 - Total capacity: 60; total individuals per county: 4

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: This quarter we will begin by checking in on the “Improvement” step of the CQI cycle. Each county will be asked to share strategies they have implemented to provide Work First Services, Employment Services, and managing the increased workloads with minimal staffing since the lifting of the Public Health Emergency. It will be important that counties be prepared to talk about both any barriers they have encountered, as well as indicators of progress they have observed. We will utilize large and small group discussions.

Attendance: Capacity of meeting is determined by the available space within the hosting county. Because the meeting topic will be targeted, we ask that counties thoughtfully consider who should attend these meetings. Capacity for these meetings is provided in the regional schedule. Each agency should determine the best people to send to the meetings respective to the meeting agenda topics.

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. During the lunch hour a slideshow with FNS and Energy reminders and helpful information will be displayed. This will allow us to maximize our time. 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 of Economic and Family Services

AWS/abr.eb

EFS-FNSEP-29-2023

Attachment (1)
Agenda