



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVDDUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

January 26, 2026

Dear County Directors of Social Services

Attention: Directors, Child Welfare Program Administrators/Managers, and Supervisors

Subject: Pause in Quality Assurance Case Reviews

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Immediate

Purpose: Cancellation of February and March Quality Assurance Reviews

The North Carolina Department of Health and Human Services, Division of Social Services (NCDHHS DSS) has mirrored the federal Administration for Children and Family's (ACF) process for quality assurance for many years. To that end, record reviews have been undertaken through random sampling and the use of the On Site Review Instrument (OSRI). This process also includes interviews with agency staff, family members and other case contacts.

Recently, ACF has announced some possible changes to this process and the use of OSRI in federal reviews, with additional information forthcoming. This change comes at a time when the demands on NCDHHS DSS staff have increased. With all this information in mind, the decision has been made to pause North Carolina's current quality assurance process. Beginning the week of February 2, 2026, any scheduled quality assurance reviews will be cancelled.

We understand that county agency staff have spent time preparing for these reviews and set up interviews, and we apologize for this inconvenience. The pause in quality assurance reviews will allow the quality assurance staff to bring their experience and skills to other areas needing attention across the state.

Purpose: Provide time for NCDHHS DSS to understand and react to upcoming changes to the federal CFSR process; as well as allow staff to provide support to county DSS agencies in other needed ways.

Process: All scheduled quality assurance reviews scheduled for February and March will be cancelled until further notice.

Logistics: Please reach out to families and other case participants who you have scheduled for interviews to let them know that the quality assurance reviews have been cancelled.

If you have questions, please contact Holly McNeill at holly.mcneill@dhhs.nc.gov.

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

LOCATION: 1915 Health Services Way, Raleigh, NC 27607
MAILING ADDRESS: 2408 Mail Service Center, Raleigh, NC 27699-2408
www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Holly McNeill

Holly McNeill
Interim CQI Program Manager
Division of Social Services
North Carolina Department of Health and Human Services

Cc:

Lisa Tucker Cauley, Division Director, Human Services
Adrian Daye, Deputy Director for Child Welfare Practice
Meredith Houchins, Interim Section Chief for County Operations
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety and Prevention Services
William "Ben" Rose, Lead Regional Director

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