



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

**April 10, 2025**

**Dear County Directors of Social Services**

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

**Subject: FY 24/25, Quarter 4 Regional CQI Meetings**

**REQUIRED ACTION:** ☐ Information Only ☒ Time Sensitive ☐ Immediate

**Purpose: Schedule for Quarterly Regional CQI Meetings**

The Quarter 4 Regional meetings will continue the focus on gathering feedback and input for the upcoming Program Improvement Plan (PIP). This quarter we will look back at the PIP from the Round 3 CFSR, along with data from 3 “eras” of CFSR data: Round 3 CFSR; Round 3 PIP, and Round 4 CFSR. We will be looking to explore which strategies worked; what we can learn from Round 3; and, for the strategies that seemed to have worked, are we maintaining them? If not, why?

As always, we will take some time at the beginning of the meeting to “check” our work from a year ago, which is around disproportionality and disparity. Please be prepared to share any efforts your agency has taken in the last year to explore these issues and/or improve them if they are a concern in your agency. These efforts might include things like assessing contributory factors; reviewing data to determine if you are seeing disproportionality or disparity; talking with partners about how they address disparity in their work, or many other strategies.

**The dates for the FY 24/25, Q4 Regional CQI meetings are as follows:**

Region	Date	Location
1	5/15	Swain Co Regional Training Center, Room 200 45 E. Ridge Dr. Bryson City, NC
2	4/17	Catawba Co. DSS, Main Conf Room 3030 11 <sup>th</sup> Ave SE, Hickory, N
3	6/16	Alamance Co. DSS, 319 N Graham-Hopedale Rd, Burlington, NC
4	6/17	Richmond Community College, Cole Auditorium, 1042 Hamlet Ave, Hamlet, NC
5	5/6	Wilson Co. DSS, 100 Gold St, Wilson, NC
6	5/28	Pender Co. Cooperative Ext, 801 S. Walker St, Burgaw, NC

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2406 Mail Service Center, Raleigh, NC 27699-2406

www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

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7	5/7	Bertie Co. DSS, 110 Jasper Bazemore Ave, Windsor, NC
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All meetings begin at 10:00 AM and will end by 3:00 PM

**Purpose:** Review the Round 3 PIP, and data to inform the development of the Round 4 PIP.

**Process:** Data and/or information for each region will be sent out at least 1 week in advance of the meeting for your review. To gain maximum perspective, and insight, we encourage you to share the data and information with staff and management and discuss the following:

- What questions does the data bring up for you?
- What concerns or worries do you have about implementing changes in these areas?
- What do you know about what has worked in these areas in the past, or strategies your agency might be using that seem to be working?

**Attendance:** Staff from all levels of DSS are invited to attend and provide their perspectives on the information provided. Supervisors, who are directly connected to the practice, and understand what is happening at case level, while also being able to identify trends across workers, are especially encouraged to attend.

**Logistics:** Counties should plan to attend the meeting **in their region** and bring appropriate staff depending on the agenda. All meetings will be from **10:00 AM – 3:00 PM** and will include time for lunch. Lunch will be one hour in length and attendees are encouraged to plan so that they can return to the meeting in a timely fashion. 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.

The work that has been done in the past few quarters of CQI Regional meetings has been very productive in considering what our Round 4 Program Improvement Plan might look like, especially in the absence of our Joint Planning meeting. The voices of all levels of county DSS staff are vital to our success in making the necessary improvements.

If you have questions and/or suggestions for how we might improve these meetings, please contact Holly McNeill at [holly.mcneill@dhhs.nc.gov](mailto:holly.mcneill@dhhs.nc.gov).

Sincerely,

*Donna F. Fayko*

**Donna F. Fayko**  
Deputy Director for County Operations  
Division of Social Services

Cc:

Lisa Tucker Cauley, Senior Director of Human Services  
Adrian Daye, Deputy Director for Child Welfare Practice  
William “Ben” Rose, Lead Regional Director  
Peter West, Section Chief for County Operations  
Kimaree Sanders, Section Chief for Regulatory and Licensing  
Kathy Stone, Section Chief for Safety and Prevention Services

**CWS-18-25**