



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

June 12, 2023

Dear County Directors of Social Services

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

Subject: FY 23/24, Quarter 1 Regional CQI Meetings

REQUIRED ACTION: Information Only Time Sensitive Immediate

Purpose: Schedule for Quarterly Regional CQI Meetings

The Regional CQI meetings continue to be productive and successful due to the thoughtful participation of both county partners and other stakeholders. The families, youth and children of North Carolina deserve the intention and focus that CQI provides when the full CQI cycle is engaged.

This quarter we will apply the CQI cycle to the use of Kinship Care opportunities. Kinship placements are vital to our work with families; they have their own set of benefits and challenges. We will consider how we can maximize benefits and overcome those challenges. When optimized, Kinship placements can move cases to permanence. Kinship care impacts several outcomes, including placement stability and timely permanence.

The data and agenda for the Q1 meetings will go out 3 weeks ahead of time. Please begin to consider what data you already collect regarding kinship placements, as well as what data you might want to begin to collect.

NCDSS continues to make every effort to choose locations that are equally accessible to the entire region and NCDSS invites feedback regarding locations.

The dates for the Q1 Regional CQI meetings are as follows:

- • Region 1: 8/28 Haywood Co. Health and Human Services Clyde, NC
- • Region 2: 8/30 Alexander Co. Services Bldg., Taylorsville, NC
- • Region 3: 8/25 Guilford County DSS, Greensboro Office
- • Region 4: 8/17 Richmond Community College, Hamlet, NC
- • Region 5: 8/8 Wilson Co. DSS Wilson, NC
- • Region 6: 8/15 Onslow Co. DSS Jacksonville, NC
- • Region 7: 8/9 Bertie Co. DSS Windsor, NC

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 outcomes for children and families. Each quarter, we will address a specific child welfare outcome using the CQI process.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Process: This quarter we will begin by checking in on the “Monitor Progress” step of the CQI cycle. Each county will share strategies they have implemented to improve any of the areas we have explored in previous CQI Regional Meetings. 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. Next, we will begin to explore data, root cause, and possible solutions to maximizing the use of Kinship placements. We will continue to use large and small group discussions.

County, regional, and statewide data will be gathered and distributed to counties in each region approximately three weeks prior to the meetings so the data can be reviewed ahead of time and county staff can consider what additional, internal data they have that will contribute to better understanding of the issues. County staff are expected to send any local data they believe might be helpful to Holly McNeill, holly.mcneill@dhhs.nc.gov at least 1 week before the regional meeting, so that data may be aggregated with other data and prepared to be part of the discussion. Look for more details about data you might share in the pre-meeting email.

Attendance: Because the meeting topic will be targeted, we ask that counties thoughtfully consider who should attend these meetings. If you have CQI staff or others who are familiar with the CQI model and how it is used in your agency, they will be helpful to include. This quarter’s topic may seem to be targeted to Permanence, however, exploration of relative/kin begins in Assessments and In-Home Services, so staff from any of these areas will bring an important perspective.

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 time for a working lunch. Participants should bring their lunch or make plans to go out and pick something up. Lunch will be 1 hour, during which a slideshow with 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 Holly McNeill at holly.mcneill@dhhs.nc.gov.

Peter L. West

Peter L. West,
Section Chief for County Operations
Division of Social Services

Cc: Susan Osborne, Deputy Secretary for Opportunity and Well-Being
Lisa Tucker Cauley, Senior Director of Human Services
Adrian Daye, Deputy Director for Child Welfare Practice
Tammy Shook, Interim Deputy Director for County Operations
Carla McNeill, Section Chief for Permanency Planning
Kimaree Sanders, Interim Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety and Prevention Services

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