



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEVDDUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

July 17, 2025

**Dear County Directors of Social Services**

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

**Subject: FY 25-26, Quarter 1 Regional CQI Meetings**

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

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

The FY 26, Quarter 1 CQI meetings will feature data regarding our partnership with the courts as it pertains to timely permanence. The details for this meeting are currently being developed and will be forthcoming. Please consider who, from your court partners (judges, DSS attorneys, Parent Attorneys, GAL, clerks) might be helpful to invite to this meeting.

As we continue to work on gathering the best data we can to inform this discussion, we would ask that you forward any data you have locally on the following:

- Court continuances (amount and who requested)
- Time to adjudication
- Other data that you think might inform a conversation on timely permanence.

Please forward this data to Holly McNeill, [holly.mcneill@dhhs.nc.gov](mailto:holly.mcneill@dhhs.nc.gov)

**The dates for the FY 25-26 Q1 Regional CQI meetings are as follows:**

Region	Date	Location
1	9/10	Jackson Co. DSS, 15 Griffin St. Sylva, NC
2	9/9	Caldwell Co. DSS, 2345 Morganton Blvd, Lenoir, NC
3	8/21	Guilford Co. DSS, 1203 Maple St., Greensboro, NC
4	8/19	Aberdeen Parks and Rec, 301 Lake Park Xing, Aberdeen, NC
5	9/17	Nash Co Ag Ctr, 1006 Eastern Ave, Nashville, NC
6	9/22	Onslow Co. DSS, 612 College St, Jacksonville, NC
7	9/16	Beaufort Co. DSS, 632 W. 5 <sup>th</sup> St, Washington, NC

**Purpose:** Review and analyze data that informs timely permanence and explore root causes and possible solutions to barriers.

**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 perspectives, and insight, we encourage you to share the data and information with staff and management and discuss the following:

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

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

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- 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 Child Welfare 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. **Please consider which legal partners you might want to invite also.**

**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 AM – 3 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.

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,  
Deputy Director, Child Welfare 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  
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

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