



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

October 8, 2026

Dear County Directors of Social Services

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

Subject: FY '26-27, Quarter 2 Regional CQI Meetings

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Immediate

Purpose: Schedule for Quarterly Regional CQI Meetings

The FY '26-27, Quarter 2 CQI meetings will focus on strengthening foster care licensing through a Continuous Quality Improvement (CQI) approach, using data, feedback and structured problem-solving to improve foster family recruitment, retention and support. This engagement will examine the full licensing continuum, from initial recruitment and inquiry through training, approval, placement, ongoing support and closure, to identify barriers, understand why families choose to stay or leave, and develop strategies to improve the parent experience. It also reinforces licensing as an integral part of the broader child welfare system by linking the availability, preparation, and support of foster families to placement stability, permanency, safety, and child well-being. These CQI activities are designed to help staff review performance data, generate innovative recruitment and retention strategies, and develop measurable action steps for ongoing improvement.

Please also consider who among your community partners might be helpful to invite to this discussion. You might consider parents, youth, kin providers with lived experience, providers and legal partners. In past quarters when we have involved community partners, the discussions have been enhanced.

The dates for the FY '26-27 Q2 Regional CQI meetings are as follows, as usual, all meetings will be from 10:00 AM to 3:00 PM:

Region	Date	Location
1	10/28	Jackson County Department of Social Services
2	10/27	Catawba County Department of Social Services
3	12/7	Alamance County Department of Social Services
4	12/8	Richmond County Community College, Cole Auditorium
5	11/3	Franklin County Franklin Plaza
6	11/17	Pender County Department of Social Services
7	11/19	Dare County Department of Social Services

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

LOCATION: 1915 Health Services Way, Raleigh, NC 27607
MAILING ADDRESS: 2406 Mail Service Center, Raleigh, NC 27699-2406
www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Purpose: Review and analyze data that informs strategies for increased engagement and support of kin providers

Process: Details 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 topic of the meeting with all levels of staff and consider the following questions:

- What are your strengths in the topic areas?
- What concerns or worries do you have about the topic 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?
- **What steps have we taken toward your action plans from last quarter? (What strategies have you taken steps towards in the area of: finding and engaging relatives as early as possible and using relative placements when it can safely be done.)**

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. While a topic may seem to be most relevant to CPS or Permanency, please consider the value of perspectives from all areas of the agency. **You are also encouraged to invite/bring community partners who might provide perspective on this quarter's topics.**

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 one hour for lunch. 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

Donna F. Fayko, M.Ed.



Deputy Director for Child Welfare Services
Division of Social Services
North Carolina Department of Health and Human Services

CC:

Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult Regional Support
William "Ben" Rose, Lead Regional Director
Adrian Daye, Section Chief for Permanency
Meredith Houchins, Interim Section Chief for County Operations
Heather McAllister, Section Chief of Well-Being
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety
Crystalle Williams, Section Chief for Workforce and Staff Development