



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 24, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: *Adult Services Continuous Quality Improvement Process Updates*

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Continuous Quality Improvement (CQI) is a foundational process that promotes consistency, accountability, and positive outcomes in North Carolina's adult services system. Through the NC Cross-Program CQI Cycle, data is used to drive decision-making and measurable improvements at the state, regional, and county levels.

For State Fiscal Year (SFY) 2025–2026, the Division has updated the Adult Services CQI Tool and related processes to enhance clarity, align with policy changes, and improve usability. This communication outlines key updates to the CQI tool and process, highlights statewide goals for SFY 25/26, and introduces an Adult Services log to support case oversight and performance monitoring.

CQI TOOL AND PROCESS UPDATES- SFY 25/26

Updated CQI Tool: The revised tool is available on the NC DHHS Adult Services SharePoint site. SharePoint site users can access the CQI tool by clicking [here](#).

Process Enhancements: While the core structure remains the same as SFY 24/25, updates include:

- Improved formatting for clarity.
- Alignment of Special Assistance In-Home (SAIH) sections with the revised 3/1/25 manual.
- Replacement of the county input form with a new procedure:
 - Counties will identify strengths and needs at the start of each consultation.
 - When the monthly sample name list is provided (by the 7th), action items from the previous consultation will also be shared. Counties should provide input when records are submitted (by the 20th).

CQI Training Video: A revised training video is available on the Adult Services Learning Management System (LMS) in Tier 2E, titled *GS 224: Adult Services Continuous Quality*

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

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

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Improvement.

All leadership participating in consultations should view the video in advance, and new staff should complete it as part of their onboarding.

STATEWIDE GOALS FOR SFY 25/26

In SFY 25/26, efforts will continue to focus on identifying county-specific goals that reflect each county's unique strengths and areas for growth. In addition, through ongoing continuous quality improvement support, all counties will work toward achieving three statewide goals:

- Eliminating delays in protection for adults substantiated to be in need of protective services, so that all APS clients receive protection within 14 days, and
- Ensuring all APS-R DSS-5026 forms are keyed accurately and timely, and
- Ensuring that all Adult Services programs have logs in place to support timely case oversight and continuity of client service provisions.

These goals have been longstanding areas of focus during consultations and are now being elevated as shared priorities statewide. To support progress, additional training, guidance, and resources will be provided throughout the year.

More information will be shared during the July 2025 Adult Services Statewide Consultation and the upcoming Social Services Institute. SharePoint site users can access resources to support statewide goal achievement by clicking [here](#).

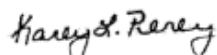
ADULT SERVICES LOG

To support progress toward statewide goals and improve outcomes for individuals served, counties are encouraged to adopt a log for Adult Protective Services, Guardianship, and Special Assistance In-Home case oversight. The log should include high-level data indicators to support timely and effective case management.

An Adult Services log for SFY 25/26 is available on the NC DHHS Adult Services SharePoint site. SharePoint site users can access a pre-built, best practice Adult Services log that by clicking [here](#). We encourage counties to download this log and begin utilization in conjunction with the new fiscal year starting on July 1, 2025.

For questions or additional information, please contact the Adult Services listserv at DHHS.AdultServices@dhhs.nc.gov

Sincerely,



Karey Perez,
Deputy Director, Adult Services
Division of Social Services

DCDL#04-2025