



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 25, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: Enhancements to Adult Services Continuous Quality Improvement (CQI) and Introduction of Statewide Goals for SFY 2026-2027

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) 2026-2027, 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 and highlights statewide goals for SFY 2026-2027.

CQI TOOL AND PROCESS UPDATES - SFY 2026-2027

Updated CQI Tool: The revised [CQI tool](#) is available on the NC DHHS Adult Services SharePoint site.

Process Enhancements: While the core structure remains the same as SFY 2025-2026, updates include:

- Streamlined formatting to improve clarity and conciseness.
- Increased guardianship and Special Assistance record reviews to ensure more consistent support, with two reviews conducted for each program each quarter.
- Added red tool-tip guidance within each file-review rubric section to clarify relevant statute, administrative code, policy, and practice considerations.

CQI eLearning: A revised eLearning on the CQI tool is being debuted today in the Statewide Consultation, and will thereafter be available on the [NC DHHS Adult Services Learning Management System](#) (LMS) in Tier 2E, titled *GS 229: Adult Services Continuous Quality Improvement*.

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

All leadership participating in consultations should view this eLearning in advance of their consultation, and new staff who participate in consultations should complete it as part of their onboarding.

STATEWIDE GOALS FOR SFY 2026-2027

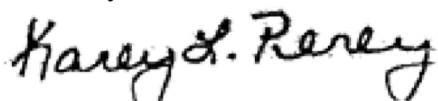
In SFY 2026-2027, efforts will continue to focus on identifying county-specific goals that reflect each county's unique strengths and areas for growth. In addition, through ongoing continuous quality improvement support, all counties will work toward achieving three statewide goals:

- **Protection Without Delay for Adults in Need of Protective Services:** Ensure adults determined to be in need of protective services receive timely protection through the prompt implementation of protective services and legal interventions, minimizing delays and supporting timely resolution of identified safety concerns.
- **Accurate and Timely APS Data Reporting:** Ensure Adult Protective Services (APS) data is entered accurately and timely in NC OAASIS to support data integrity, performance monitoring, reporting requirements, informed decision-making, and continuous quality improvement efforts.
- **Promoting Ongoing APS Supervisory Development:** Ensure Social Work Supervisors who provide oversight of APS functions maintain APS foundational knowledge and skills through completion of APS 200: Basic Skills (Instructor-Led) training within the previous ten years, supporting consistent practice, informed decision-making, and effective supervision.

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 2026 Adult Services Statewide Consultation and at the upcoming Social Services Institute. SharePoint site users can access resources to support statewide goal achievement on the [NC DHHS Adult Services SharePoint site](#).

Sincerely,



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

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