



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

September 26, 2025

Dear County Directors of Social Services

Attention: Directors, Food and Nutrition Services (FNS), Work First (WF), and Energy Program Administrators/Managers, Supervisors, and Case Managers

Subject: Economic and Family Services Regional In - Person Continuous Quality Improvement (CQI) Meeting Schedule

REQUIRED ACTION: Information Only

The Regional CQI meetings continue to be productive and successful due to the thoughtful participation of both county partners and other stakeholders. The families of North Carolina deserve the intention and focus that CQI provides, when the full CQI cycle is engaged. NC DSS continues to make every effort to identify locations which have the capacity to host the regional meetings. NC DSS invites feedback and host volunteers for future meetings.

The dates for the Regional CQI meetings are as follows:

- **Region 1:** October 22. Buncombe County Department of Social Services
 - 40 Coxe Ave Asheville 28802
 - Total capacity: 200; Up to **13**** individuals per county
- **Region 2:** October 23. Cleveland County Department of Social Services
 - 200 S Post Rd, Shelby 28152
 - Total capacity: 225; Up to **14**** individuals per county
- **Region 3:** October 14. Forsyth Technical Community College.
 - The Robert L. Strickland Center
 - 1615 Miller Street, Winston Salem 27103
 - Total capacity: 200; Up to **12**** individuals per county
- **Region 4:** October 29. Milestone Center
 - 4855 Milestone Avenue, Kannapolis 28081
 - Total capacity: 200; Up to **13**** individuals per county
- **Region 5:** October 9. Cultural and Wellness Center
 - 9536 NC Highway 305, Jackson, NC 27845
 - Total capacity: 150; Up to **10**** individuals per county
- **Region 6:** October 15. Brunswick Community College
 - Odell Williamson Auditorium
 - 150 College Road NE, Bolivia 28422

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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- Total capacity: 100; Up to **10**** individuals per county
- **Region 7:** October 10. Virginia S Tillett Community Center
 - 950 Marshall C Collins Dr. Manteo 27954
 - Total capacity: 70; Up to **5**** individuals per county

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 valuable strategies to improve programmatic success and further support staff development.

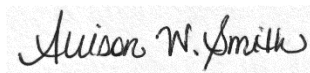
Process: Policy updates and discussion will be presented for the programs represented on the agenda. Counties are encouraged to send individuals to the meeting who have day-to-day firsthand knowledge and/or oversight of programs.

****Attendance:** Capacity of meetings is determined by the available space within the hosting county. Counties must attend the regional meeting being held within their region. The locations utilized for this meeting were intentionally selected to allow counties to send multiple individuals from each program. Counties are encouraged to send front line supervisors, case managers, and trainers to this meeting. Due to potentially limited parking availability staff are encouraged to carpool as much as possible. ****The afternoon portion of the agenda does have a capacity limitation due to available poverty simulation resources. Individuals are encouraged to observe once capacity is met.**

Logistics: Counties should plan to attend the meeting in their region and bring appropriate staff depending on the agenda items. All meetings will begin from 10 AM – 3 PM and will include an hour for lunch on your own. 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 either Adrienne Rice at Adrienne.Rice@dhhs.nc.gov or Emma Burgy-Burnette at Emma.Burgy@dhhs.nc.gov.

Sincerely,



Allison W. Smith, Deputy Director
Division of Social Services, Economic and Family Services

AWS/abr

EFS-FNSEP-15-2025

Attachment (1)
Agenda