



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

September 24, 2026

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 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 6. Buncombe County Department of Social Services
 - 40 Coxe Ave Asheville 28802
 - Total capacity: 180; Up to **12**** individuals per county
- **Region 2:** October 21. Gaston County Department of Social Services Auditorium
 - 330 Dr. Martin Luther King Jr. Way; Gastonia 28052
 - Total capacity: 125; Up to **10**** individuals per county
- **Region 3:** October 27. Forsyth Technical Community College.
 - Robert L Strickland Center. Rhoades Conference Center; Parking – Lot CC2 or CC 3
 - 1615 Miller Street; Winston Salem 27103
 - Total capacity: 150; Up to **10**** individuals per county
- **Region 4:** October 20. Union Co Department of Social Services
 - 2330 Concord Ave, Monroe 28110
 - Total capacity: 140; Up to **9**** individuals per county
- **Region 5:** October 14. Johnston County Agriculture Building
 - 2736 NC Highway 210 STE A; Smithfield 27577
 - Total capacity: 150; Up to **10**** individuals per county
- **Region 6:** October 15. Pender County Department of Social Services
 - 298 – B Progress Drive, Burgaw 28425

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Total capacity: 230; Up to **14**** individuals per county
- Parking limited; carpooling is encouraged.
- **Region 7:** October 8. Martin Community College
 - Building 1, Room 14
 - 1161 Kehukee Park Road, Williamston, NC 27892
 - Total capacity: 80; 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.

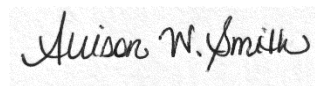
Process: Policy updates and discussion will be presented for the programs represented on the agenda. Counties are encouraged to send individuals to the meeting who have day-to-day firsthand knowledge and/or individuals who provide oversight of programs.

****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.

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-16-2026

Attachment (1)
Agenda