

NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**JOYCE MASSEY-SMITH** • Director  
Division of Aging and Adult Services

January 26, 2022

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS**

**SUBJECT: Duties of Adult Services CQI Specialist and Listserv Utilization**

**REQUIRED ACTION:  Information Only  Time Sensitive  Immediate**

This letter is intended to update guidance issued in the July 18, 2012, Dear County Director Letter (DCDL). Effective June 1, 2021, Adult Programs Representatives transitioned to the job title of [Continuous Quality Improvement Specialist \(CQI-S\)](#). In accordance with House Bill 630, Rylan's Law requirements to establish Social Services Regional Supervision and Collaboration and improve accountability of NC's social services systems. Departments of Social Services (DSS) can expect to have a minimum of twelve contacts a year from their regional CQI-S utilizing a combination of on-site visits and virtual visits. This will include a minimum of quarterly face-to-face (virtual or in-person) consultations, and a monthly Statewide Consultation meeting.

The July 18, 2012, DCDL established an e-mail listserv. This listserv continues to be managed by our CQI-Specialists and Program Consultants/Coordinators. The listserv address is [DAAS.AdultServices@dhhs.nc.gov](mailto:DAAS.AdultServices@dhhs.nc.gov). County staff should continue to use this listserv for guidance on the application of statute and policy instead of contacting CQI-S or Program Consultants/Coordinators by telephone or e-mail.

Utilizing a listserv helps to ensure that requests for consultation, case staffing and other technical assistance needs are handled in an efficient and consistent manner. The listserv is staffed Monday through Friday from 8:00 AM to 5:00 PM. DSSs can expect a timely response to questions and in all cases a response within two business days for questions that are not time sensitive. Request for consultations, case staffing, or technical assistance of a time sensitive nature, such as APS, will be handled accordingly. County staff should label time sensitive request by writing "time sensitive" at the onset of the subject line. The utilization of the listserv provides streamlined access for Adult Services guidance and helps eliminate delays in getting information back to you and your staff.

E-mails submitted to the listserv should:

- Protect confidentiality. No Medicaid identification numbers, social security numbers or client names should be included in the e-mail.
- Provide information on the situation and to which program area the question pertains. If the matter is time sensitive that should be clearly designated in the subject line. Please

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LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603  
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-855-3400 • FAX: 919-733-0443

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provide adequate information for our staff to respond. Incomplete information will require additional correspondence and will delay the final response. In some cases, our staff may need to follow up by telephone to the DSS staff person submitting the e-mail to the listserv. Please ensure your telephone number is included in the e-mail.

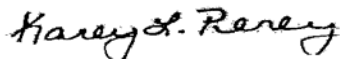
- Provide results of the DSS staff research on the question or issue. Include efforts to research relevant program policy and any additional information on the situation. If the matter has been staffed previously with any member of the DAAS team, please provide information related to prior guidance issued.

[Program manuals](#) are available on our SharePoint site and should be consulted for guidance prior to submitting questions to the listserv. It may be necessary to consult multiple manuals such as specific program manuals, the funding manual, and the Provisions of Services Manual. In addition, for your convenience the Division of Aging and Adult Services has created an ongoing listserv [FAQ page](#) on the SharePoint site. This should be consulted prior to submitting a question to the listserv.

The Division of Aging and Adult Services also hosts a listserv that allows Supervisors to connect with one another. Questions based in statute and policy should not be asked on this listserv but should be sent to the DAAS team listserv as listed above. The Supervisors listserv connects all 100 county leadership staff. That listserv address is [dssasup@listserv.unc.edu](mailto:dssasup@listserv.unc.edu).

We appreciate counties continued utilization of the DAAS listserv for technical support and guidance.

Sincerely,



Karey Perez  
Adult Services Section Chief

KP/sr/aw/ab/ctw

DAAS\_AS\_03\_2022\_CQIS Duties and Listserv