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## NC Department of Health and Human Services

### Using Continuous Quality Improvement to Bring about Change

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**Eastern Regional Directors Meeting  
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# CASE FOR CHANGE



North Carolina DSS and DAAS is developing a cross-program continuous quality improvement (CQI) process, in partnership with county offices, to improve agency practice and outcomes for all service involved families across child welfare, child support, aging and adult, and economic support services. We are aligning our different program level CQI models for consistency for our staff to identify opportunities for improvements in policies and practices, identifying innovations, implementing best practices, improving outcomes and how to best support counties in providing services to children, youth, older adults and families.

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## Rylan's Law - Goals of Regional Support Model

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1. Promote the consistent implementation and interpretation of policy between and within regions through policy expertise
2. Improve practice by developing Continuous Quality Improvement plans and overseeing the implementation of those plans
3. Support local agencies in the consistent implementation of policy with training and technical assistance
4. Provide technical assistance to local agencies to support accurate data collection and accountability
5. Strengthen state supervisory role of the administration of social services programs by counties
6. Improved outcomes thru quality services

## Regional Support Model: Staffing

The SSWG report tasks regional offices with nine (9) functions to strengthen support and supervision to counties:

- 1) Best practice dissemination,
- 2) Compliance monitoring,
- 3) Fiscal monitoring,
- 4) Integrated data systems and recordkeeping,
- 5) Interagency coordination,
- 6) Policy guidance and technical assistance,
- 7) Quality improvement,
- 8) Staffing standards and support, and
- 9) Training.

## Recommended Staffing for each region

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### Goal:

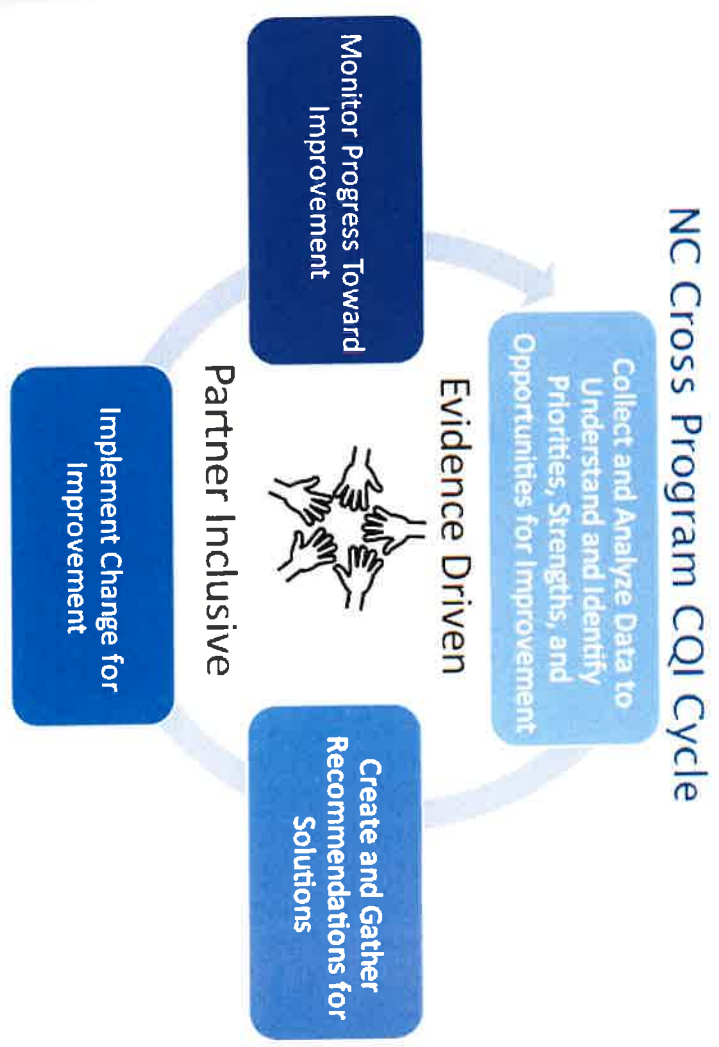
- 2 – Administration
- 3 – Adult Services
- 2 – Child Support
- 5 – Child Welfare
- 3 – Economic Services
- 2 – Fiscal

### Where we are today:

- 0 – Administration
- 2 – Adult Services
- 2 – Child Support
- 5 – Child Welfare
- 2 – Economic Services
- 2 – Fiscal

## North Carolina CQI Guiding Partnership Principles

- Purpose:** Continuous quality improvement (CQI) is a process that supports the continuous growth of state and county Department of Social Services (DSS) and Division of Aging and Adult Services (DAAS) programs in accordance with Rylan's Law. The process will include guidance to promote compliance with statute, administrative code, policy, and advocacy for best practices to promote excellence in service provision and to improve outcomes for North Carolina residents.
- Authentic Partnership:** The CQI process is an authentic partnership between the state and county DSS and DAAS programs with the primary focus on improved service provision for a positive impact on the people we serve.
- Research Based:** We are committed to using research and evidence to understand underlying barriers impacting service provision to residents and to inform decision-making that addresses those barriers. The collection and dissemination of high-quality and user-friendly data are essential to inform CQI activities, improve outcomes for the residents we serve, and improve performance.
- Transparency:** We believe in transparency and are committed to maintaining an open and trusting environment for communication, collaboration, and continuous improvement with our state and county DSS and DAAS program teams, stakeholders, and the people we serve.
- Networking:** We are committed to networking through proactive communication to establish professional and collaborative partnerships within the state and county DSS and DAAS programs and with other stakeholders to drive systemic changes for improvement in service provision.
- Education:** Education and training about the CQI process to state and county DSS and DAAS team members are important to be successful in carrying out CQI activities.
- Resources:** The state DSS and DAAS divisions are committed to an ongoing investment of time and resources to foster an agency culture that guides and supports CQI on the state and county levels.
- Streamline:** The CQI process examines and streamlines systems of services to improve outcomes efficiently and effectively for North Carolina residents.
- High Priority:** The engagement of state and county DSS and DAAS team members in CQI is a high priority and a clearly articulated expectation throughout DSS and DAAS.
- Innovation:** We are committed to embracing innovation and changes that are necessary for growth through the collaborative sharing of expertise, information, and honest feedback among partners.
- Policy:** State DSS and DAAS will provide counties with clarification of statute and administrative code and will disseminate policy, communicate best practice guidance, and provide timely technical assistance.



# WHAT WILL CQI LOOK LIKE FOR DAAS, FNS, ENERGY, WORK FIRST, AND CHILD SUPPORT?

- Monthly visit with each county agency
  - Updated policies and procedures
  - Training needs
  - Case reviews
  - Collaborative problem solving
  - Solution focused
- Quarterly regional meetings
  - Best practices
- Communication between programs to quickly identify areas of focus across programs

## Child Welfare: What Stays the Same?

- Monthly visit with each county agency
- Review of administrative data (Data Warehouse, Legacy Reports, UNC Management Assistance)
- Comparison to County Data
- Review of recent reviews (OSRI, Fatalities, IV-E, etc...)
- Identify areas for improvement
- Plan development for improvement
- Technical Assistance as needed
- Monitoring of plans to track improvement

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## Child Welfare: What's New?

- A team of 3 CQI Specialists
  - Safety
  - Permanence
  - CQI
- Quarterly CQI Regional Meetings
  - Best practices
  - Review of County and Regional Level data
  - Solutioning for county, regional, and state
  - Feedback loop
- Communication between programs to quickly identify areas of focus across programs

# NEXT STEPS FOR DAAS, FNS, WORK FIRST, ENERGY, CHILD SUPPORT, AND CHILD WELFARE

- 1 Training of all CQI Staff
- 2 Rollout of new CQI Process
- 3 Continuous communication
- 4 Assess and modify as needed

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# GOAL

Build an effective  
partnership between  
the state and county  
to improve services  
for families.





# Questions and Answers

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