



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

January 11, 2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS, AND SOCIAL WORKERS

SUBJECT: RAPID RESPONSE TEAM (RRT)—NEW REFERRAL PROCESS (FOR PHASE 2 COUNTIES)

REQUIRED ACTION: Information Only Time Sensitive Immediate

PURPOSE: The purpose of this notice is to announce the Phase 2 rollout of North Carolina Department of Health and Human Services (NCDHHS) ServiceNow Rapid Referral Team (RRT) Tracking system for child welfare service teams. As stated at the onset of Phase 1, the ServiceNow RRT system provides a central location for local teams across the state to interface electronically on RRT referrals and affords NCDHHS the ability to better track trends that the local teams are encountering.

The ServiceNow Rapid Referral Team Tracking System replaces the RRT Word form and manner in which the form and LME/MCO weekly updates are to be submitted to NCDHHS (i.e., formerly via the Rapid Response email, rapid.response.BehavioralHealth@dhhs.nc.gov). Several counties, as part of Phase 1, have full access to the new system: Beaufort, Buncombe, Catawba, Cumberland, Durham, Gaston, Guilford, Mecklenburg, Rockingham, Stokes, Wilkes, and Wake counties. The next iteration of counties, 45 in total, to have staff convert to using the new ServiceNow RRT system begins on January 22, 2024. The Phase 2 counties are:

Alamance	Granville	Person
Avery	Halifax	Pitt
Bladen	Harnett	Randolph
Brunswick	Henderson	Robeson
Burke	Hoke	Richmond
Cabarrus	Hyde	Sampson
Cherokee	Iredell	Scotland
Clay	Jackson	Swain
Cleveland	Johnston	Stanley
Craven	Lee	Surry
Davidson	Mitchell	Union
Duplin	Montgomery	Warren
Edgecombe	Nash	Wayne
Forsythe	Onslow	Yadkin
Franklin	Orange	Yancey

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

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NCDHHS will phase in the remaining counties by Monday, March 25 for the third and final deployment.

Reference materials are attached. If there are questions about this notice or the new system, feel free to contact Amy Eaton at amy.eaton@dhhs.nc.gov.

Sincerely,



Adrian Daye, MSW

Deputy Director for Child Welfare Practice
Division of Social Services, Child Welfare
North Carolina Department of Health and Human Services

Cc: Lisa Tucker Cauley, Senior Director for Child, Family, and Adult Services
Katie Swanson, Deputy Director for County Operations
Carla McNeill, Section Chief for Permanency
Kimaree Sanders, Section Chief for Licensing and Regulatory
Kathy Stone, Section Chief for Safety and Prevention
Peter West, Section Chief for County Operations

Attachments: SNOW Training (PowerPoint Presentation)
RRT User Guide for DSS Staff

CWS-04-2024