



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

August 10, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, and SUPERVISORS

SUBJECT: RAPID RESPONSE TEAM REFERRAL PROCESS - TRAINING OPPORTUNITY

REQUIRED ACTION: Information Only Time Sensitive Immediate

PURPOSE: The North Carolina Department of Health and Human Services (NCDHHS) is implementing a new Rapid Referral Team (RRT) Tracking. The new system will provide a central location for the RRT and local teams across the State to interface electronically on referrals and placements. The new system will also afford NCDHHS the ability to better track data and trends that the local teams are encountering.

NCDHHS will begin a phased transition to the new system by September 1, 2023. The Referral Tracking System will replace submitting referrals via email to RRT and replace the current process for the LME/MCO weekly updates. To prepare for the transition, NCDHHS will host a user training session to demonstrate the new system. During training, NCDHHS will provide a walk-through of the system, address access to the system, and answer questions.

Training on the Referral Tracking System will be held on two dates: Monday, August 21, 2023, and Tuesday, August 22, 2023. Both sessions are voluntary and will cover the same content. It is strongly recommended that agency staff who complete RRT referrals attend one of the sessions. The sessions are intended to prepare agency staff for transition into the new system. To attend one of the training sessions, please click on one of the following links at the start of the session:

Monday, August 21, 2023, at 1:00 p.m., [Click here to join the meeting](#)

Tuesday, August 22, 2023, at 12:00 p.m., [Click here to join the meeting](#)

A separate communication will be sent to LME-MCO staff regarding the launch of this new system.

Should you have any questions about the new system and/or RRT training, please contact Amy Eaton at amy.eaton@dhhs.nc.gov

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

A handwritten signature in blue ink that reads "Adrian W. Daye". The signature is written in a cursive style with a large, looped initial "A".

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

Cc:

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

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