



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor  
KODY H. KINSLEY • Secretary  
LISA TUCKER CAULEY • Division Director, Human Services

**October 8, 2024**

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS,  
MANAGERS, SUPERVISORS, AND SOCIAL WORKERS  
LICENSED CHILD PLACING AGENCIES**

**SUBJECT: REGULATORY AND LICENSING UPDATES**

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

North Carolina Division of Social Services (NC DSS) recognizes that many families have experienced devastating damage and loss due to the impact of Hurricane Helene, including resource families, group homes, child placing agencies, and adoption agencies. These families and agencies have worked tirelessly to ensure the safety and well-being of children in their care even as their families were displaced and their homes damaged or destroyed.

Currently, there is no access to the Black Mountain office and in an effort to continue to meet all licensing needs, new processes are required. All updates below are **effective immediately**:

- Submit all licensing actions via email to [NC.Licensing@dhhs.nc.gov](mailto:NC.Licensing@dhhs.nc.gov). Any licensing actions that were mailed after October 3, 2024, should be resubmitted via email.
- Until further notice, when licensing actions are approved, you will receive the Temporary Approval form that indicates approval of the licensing action.
- All requests for a Responsible Individual List check must continue to be submitted via the RIL email: [nc.cw.RILchecks@dhhs.nc.gov](mailto:nc.cw.RILchecks@dhhs.nc.gov)
- For private agencies, please use the following email to submit critical incident reports, private agency licensing and relicensing documents, physical restraint reports, questions, etc.: [NC.PrivateAgency.notifications@dhhs.nc.gov](mailto:NC.PrivateAgency.notifications@dhhs.nc.gov)
- Do not mail any licensing actions to the Black Mountain office. Any packets mailed to the office will not be accepted.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD WELFARE SERVICES  
REGULATORY and LICENSING SERVICES**

LOCATION: Building 17 • 952 Old U.S. Highway 70 • Black Mountain, NC 28711

MAILING ADDRESS: 952 Old U.S. Highway 70 • Black Mountain, NC 28711

[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 828-232-3160 \* FAX: 828-669-3365

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- For local department of social services, if there is an identified need for a resource family affected by Helene, and the need cannot be met, please contact **(919) 527-6340** for assistance.
- For private agencies, if there is are need resources or a need to relocate, please contact **(919) 527-6340** or your assigned Private Agency Consultant.
- A new e-fax has been established for the DSS-5282: Notification of CPS Involvement. Effective immediately, please send the notification to **(828) 633-5336**. The old fax number (828) 669-3365 is no longer operative.

NC DSS will continue to send updates as they become available.

If you have questions or concerns, please contact Melissa Smith, Foster Home Licensing Consultant, at [melissa.smith@dhhs.nc.gov](mailto:melissa.smith@dhhs.nc.gov), Mary Torr, Regulatory and Licensing Policy Consultant, at [mary.torr@dhhs.nc.gov](mailto:mary.torr@dhhs.nc.gov), or your assigned Private Agency Licensing Consultant.

Thank you for the continued work and support being provided to our children, youth, and families.

Sincerely,

*Kimaree Sanders*

Kimaree Sanders, MSW, MPA  
Section Chief for Regulatory and Licensing  
Division of Social Services, Child Welfare  
North Carolina Department of Health and Human Services

cc: Lisa T. Cauley, Division Director of Human Services  
Adrian Daye, Deputy Director for Child Welfare Practice  
Donna Fayko, Interim Deputy Director for County Operations  
Heather McAllister, Section Chief for Child and Family Services  
Kathy Stone, Section Chief for Safety and Prevention  
Peter West, Section Chief for County Operations

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