



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well-Being

March 24, 2022

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM MANAGERS,
FOSTER CARE SUPERVISORS, AND FOSTER CARE SOCIAL WORKERS**

**SUBJECT: NORTH CAROLINA PSYCHIATRIC ACCESS LINE (NC-PAL) CONSULTATION
SERVICES AVAILABLE TO PROVIDERS**

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

**PURPOSE: NOTIFICATION OF NC PAL CONSULTATION SERVICES AVAILABLE TO
PROVIDERS SERVING CHILDREN AND YOUTH**

The North Carolina Department of Health and Human Services (DHHS) is committed to providing counties with information and resources that support staff at the local Department of Social Services (DSS), with managing the delivery, the health care services for children, and youth receiving child welfare services.

The North Carolina Psychiatric Access Line (NC-PAL), a project funded by DHHS, is a support line available to providers who are serving children and youth receiving child welfare services.

Information about the NC-PAL program and how counties can coordinate with health care providers for consultation, role of NC-PAL with the Rapid Response Team (RRT), and notification of future plans for NC-PAL and DSS pilot is below.

NC-PAL is a free telephone consultation and education program that helps health care providers address the behavioral health needs of their patients. NC-PAL Behavioral Health Consultants can respond to questions about behavioral health and local resources and can connect providers to one of the NC-PAL psychiatrists to assist with diagnostic clarification and medication management questions.

NC-PAL psychiatrists will be joining the Rapid Response Team (RRT) to assist with case reviews when there is psychiatric diagnostic, medication management, and/or best-practice psychotherapeutic intervention questions.

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LOCATION: 5601 Six Forks Road, Building 2, Raleigh, NC 27609
MAILING ADDRESS: 1914 Mail Service Center, Raleigh, NC 27699-1914
www.ncdhhs.gov • TELEPHONE: 919-707-5600 • FAX: 919-870-4880

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DHHS is not currently contracted with NC-PAL to directly consult with the county DSS outside of the structure of RRT, therefore NC-PAL is only available for provider-to-provider consultation, for youth with behavioral health conditions and for individuals with Intellectual and Developmental Disabilities. If a local DSS would like to obtain a consultation with NC-PAL outside of RRT for a child in their care, they should request that the child's healthcare provider (primary care, specialist or other behavioral health clinician) directly contact NC-PAL to obtain such a consultation (<https://ncpal.org/>).

Please note, for youth with behavioral health needs, the focus of the consultation should be related to psychiatric diagnostic, medication and psychotherapeutic intervention and resource linkage questions. NC-PAL is not intended to weigh in on level of care recommendations in this context.

In the coming year, DHHS will work with NC-PAL to pilot direct consultation with the County DSS offices for up to three counties. More information about the pilots will be provided once it is available.

If you have any questions contact Stacie Forrest, NC-PAL Lead, Division of Child and Family Well-Being (DCFV), at Stacie.forrest@dhhs.nc.gov.

Sincerely,



Yvonne Copeland
Director, Division of Child, and Family Well-being

Cc: Charlene Wong, Assistant Secretary for Children and Families
Susan Osborne, Assistant Secretary for County Operations
Lisa T. Cauley, Senior Director of Child, Family and Adult Services
Adrian Daye, Deputy Director of Child Welfare Practice
Tammy Shook, Interim Deputy Director for County Operations
Anne Odusanya, Assistant Director for DCFV, Whole Child Health Section
Sharon Bell, Child Behavioral Health Manager, DCFV

DCFV-01-2022

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