



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

August 5, 2026

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: UPDATED RAPID RESPONSE TEAM SERVICENOW GOVERNMENT PORTAL LINK

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Action Required

PURPOSE: This notice announces the updated North Carolina Department of Health and Human Services (NCDHHS) Rapid Response Team (RRT) ServiceNow Government Portal (SNOW) webpage link. The ServiceNow RRT system serves as the central location for local teams across the state to electronically interface on RRT referrals.

The RRT is an NCDHHS cross-divisional team that meets every weekday to address immediate needs for children in DSS custody who require placement at the medically necessary level of care. The team works to:

- Remove barriers created by systemic issues
- Facilitate problem-solving and challenging conversations among county DSS, Medicaid Health Plans, and other child-serving stakeholders.

The RRT team includes representatives from the Division of Social Services, Division of Health Benefits/NC Medicaid, Division of Mental Health/Developmental Disabilities/Substance Use Services, Division of State Operated Health Facilities, and NC Pediatric Access Line (NC PAL).

Requirements for making an RRT Referral

- Child must be in DSS custody
- DSS/MCO/CFSP collaboration implemented
- DSS/MCO/CFSP leadership involvement present
- Recent CCA/Psychological evaluation completed

When to make an RRT Referral

- Emergency Department (ED) discharge: Child needs behavioral health services post-discharge (Required per Session Law 2021-132)
- Boarding risk: Child is boarding or at risk of boarding in a DSS office due to unavailable behavioral health treatment
- Placement disruption: Child is at risk of placement disruption or in temporary placement pending behavioral health treatment

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

LOCATION: 1915 Health Services Way, Raleigh NC 27607

MAILING ADDRESS: 2408 Mail Service Center

Raleigh NC 27699-2410

www.ncdhhs.gov • Main Tel. 919-527-6340

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

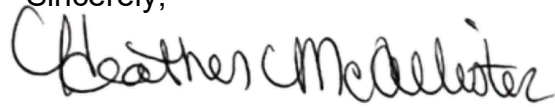
All 100 counties should ensure program staff are enrolled in the ServiceNow RRT referral system.

Submit referrals using the updated online link: <https://ncdhhs.servicenowservices.com/rrt>.

If county program staff do not have access to the SNOW portal, submit a service ticket through NCDIT [HERE](#).

For further information, please contact Larissa Berger, NCDHHS DSS Children's Health and Development Coordinator, at Larissa.Spell-Berger@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Heather McAllister". The signature is written in a cursive, flowing style.

Heather McAllister, MSW, LCSW, LCAS, CBIS
Section Chief for Well-Being
Division of Social Services, Child Welfare
NC Department of Health and Human Services

CC: Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult Regional Support
Donna Fayko, Deputy Director for Child Welfare Services
Tammy Shook, Interim Assistant Deputy Director for Child Welfare Services
William "Ben" Rose, Lead Regional Director
Adrian Daye, Section Chief for Permanency
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety
Meredith Houchins, Interim Section Chief for County Operations

ATTACHMENT: 2026 DSS RRT PORTAL GUIDE

CWS-59-2026