



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations
for Human Services

November 12, 2020

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS

**SUBJECT: CHILDREN/YOUTH IN DSS CUSTODY STAYING AT DSS OFFICES OR
IN HOSPITAL EMERGENCY ROOMS WAITING FOR RESIDENTIAL TREATMENT
PLACEMENT**

REQUIRED ACTION: Information Only Time Sensitive Immediate

The NC Division of Social Services (NC DSS) has developed the attached survey to support the Division with collecting data on the numbers of children and youth who are in the custody of Local Departments of Social Services who do not have timely access to residential treatment beds at the clinically recommended level of care.

These children and youth often come to the attention of NC DSS because they are staying in local Department of Social Services offices or in hospital emergency rooms/other settings waiting for a residential treatment bed.

NC DSS is committed to working with system partners and stakeholders to improve access to the continuum of residential treatment services for children and youth. Timely access to mental health, developmental disability, and substance use disorder services are required to reduce symptoms, crisis episodes and traumas experienced by the children and youth in care.

To accomplish this goal, NC DSS is requesting local Departments of Social Services complete the attached survey to support NC DSS in obtaining data on the numbers of children and youth who are in need of residential services, the level of residential services they are waiting for, and barriers to accessing these residential services.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2409 Mail Service Center, Raleigh, NC 27699-2409
www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-715-1068

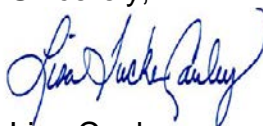
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Additionally, NC DSS is requesting data on the expenses incurred by local Departments of Social Services when residential treatment services from their Local Management Entity/Managed Care Organization are not available when needed.

NC DSS is requesting all Local Departments of Social Services complete the attached survey via <https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=18MH3110> by December 9, 2020.

Questions regarding this survey should be directed to Heather McAllister, Child Health and Development Coordinator at Heather.McAllister@dhhs.nc.gov.

Sincerely,



Lisa Cauley,
Senior Director of Child, Family and Adult Services
North Carolina Department of Health and Human
Services

Cc: Susan G. Osborne, Assistant Secretary for County Operations
Teresa Strom, Section Chief for County Operations
Carla McNeill, Section Chief for Permanency Planning
Kathy Stone, Section Chief for Child Protective Services and Prevention
Linda Waite, Acting Section Chief for Licensing and Regulatory Services

CWS-37-2020

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