

Services Information System (SIS) User's Manual

10-01-2010

Table of Contents

Topic	Page
SIS Client Entry Form (DSS-5027)	1-9
Worker Daily Report of Services (DSS-4263)	1-12
APPENDIX A	
Table of County Codes Used for the Services Information System	A 1-2
Definitions of Table Values for Standard Fields	A 3-11
Definitions of Table Values for Reserved Fields	A 12-14
APPENDIX B	
Service Codes and Definitions for DSS-5027 and DSS-4263	B 1-52
APPENDIX C	
Program Code Definitions	C 1-8
APPENDIX D	
<u>(Removed 08-01-2010)</u>	D 1
APPENDIX E	
(Removed 01-01-2006)	E 1
APPENDIX F	
(Removed 01-01-2006)	F 1
APPENDIX G	
Repatriation Services	G-1

III. COMPLETING THE FORM

SECTION A. CLIENT IDENTIFICATION

An entry is required in all fields in Section A except those, which are specifically identified as optional or reserved.

Field 1. Client ID -- Record the eleven-digit identification number assigned to this client. This number is used as a common identifier for other services systems so it is important that **only one ID# be assigned within the county for each individual service client**. This number will remain unique to the county, i.e. it will not be transferred if the client becomes a service recipient in another county. If the client applies for services in another county, the second county will assign its own unique number.

Field 2. Client Name -- Record the client's last name, first name and middle initial in the appropriate spaces. Truncate any name that is too long for the allotted space.

Field 3. Client Social Security Number -- Record the client's Social Security number. If the Social Security number is unknown, enter all zeroes in the space available. Enter the valid Social Security number once received.

If all nines (9's) are entered, the system displays an online error message.

Field 4. Date of Birth - Record the month, day, century and year of birth for the client. Use a leading zero for a month or day less than 10. Estimate if the exact date is unknown and update the record when this information becomes available.

Field 5. County -- Enter the standard two digit county code to identify the county which is originating the form.

Field 6. County Case (Optional Entry) -- Record any data used by the county to identify this client record. This entry may be a combination of numbers and letters.

Field 6A. Federally Recognized Tribe -- Record whether a youth is enrolled in or eligible for membership in a federally recognized tribe. **"Federally recognized tribe" means any Indian tribe, band, nation, or other organized group or community of Indians, including Alaska Native village, or regional or village corporation, as defined in or established pursuant to the Alaska Native Claims Settlement Act.**

Field 7. Other (Entry Allowed Only Under Special Instructions) -- This field is reserved. Refer to Section II of Appendix A for instructions and applicable tables (HCCBG clients).

- Field 20.** Reason -- Enter the reason that best describes why the individual entered the service system. Do not update this field unless the record has previously been closed and is being reopened. It is not meant to track client goals as they evolve through assessment and service provision. Rather, it is to identify what brought the client to the agency for services for each period of service receipt.
- Field 21.** Legal Status -- Enter the code which describes the current legal status of the individual. If none are appropriate, enter the code for Other or Unknown.
- Field 22.** Living Arrangement -- Enter the code which best describes the client's current living arrangement.
- Field 23.** Sex -- Enter the code, which identifies the sex of the client.
- Field 24.** Race -- Enter the code, which identifies the race of the client.
- Field 25.** In School -- Enter the code that best describes the type of school the individual is currently attending on a scheduled basis. (Refer to Appendix A.) Enter code "N" if the individual is not currently enrolled in school. Do not take holidays, breaks or summer vacation into consideration.
- Field 26.** Highest Grade -- For both individuals who are still in school and those who are no longer attending school, enter the highest grade achieved (successfully completed).
- Field 27.** Language Preference -- Enter the two-character code to indicate the individual's preferred language.
- Field 28.** Special Education Status -- Record whether the youth is receiving special education at no cost to the parents, to meet the unique needs of a child with a disability.
- Field 29.** Race Declined -- Record whether the youth or parent has declined to identify a race.

Go to SIS Client Entry Form, DSS-5027

FIELD 25: IN SCHOOL

- P** Yes – individual is enrolled in a *public* school
- R** Yes – individual is enrolled in a *private* school
- H** Yes – individual is enrolled in *home* school
- N** No – individual is not enrolled in school

FIELD 26: HIGHEST GRADE

- P** Preschool
- 01 - 20** Enter the highest grade attained whether the individual is currently enrolled or no longer in school. Entry is required if the age of the individual is between 4 and 21 years of age (inclusive), based on the date of birth entered in Field 4.
- 98** GED status
- 99** Unknown Not allowed if individual is between 4 and 21 years of age (inclusive).

FIELD 27: LANGUAGE PREFERENCE

EN	English	KO	Korean
SP	Spanish	LA	Laotian
AR	Arabic	MI	Miao
CA	Cambodian	MK	Mon-Khmer
CH	Chinese	PE	Persian
FR	French	PO	Polish
FC	French Creole	PG	Portuguese
GE	German	PC	Portuguese Creole
GR	Greek	RU	Russian
GU	Gujarati	SC	Serbo-Croatian
HI	Hindi	TA	Tagalog
HM	Hmong	TH	Thai
HU	Hungarian	UR	Urdu
IT	Italian	VI	Vietnamese
JA	Japanese	OT	Other

FIELD 28: SPECIAL EDUCATION STATUS

- Y** Yes - the youth is receiving special education at no cost to the parent.
- N** No - the youth is not receiving special education.

FIELD 29: RACE DECLINED

- Y** Yes - the youth or parent has declined to identify a race; 'Y' is valid only when the Race Code in Field 24 is '11' or '12'.
- N** No - the youth or parent has not declined to identify a race; 'N' is valid with any Race Code in Field 24 (including '11' or '12').

SECTION II DEFINITIONS OF TABLE VALUES FOR RESERVED FIELDS

Table A: Home and Community Care Block Grant

NOTE: Complete both fields 7 and 14 for HCCBG.
It is essential that the Home and Community Care Block Grant codes be keyed into the system by the 10th of each month or the last working day prior to the 10th when the 10th falls on a weekend or holiday. Payment may be denied by the Division of Aging if this deadline is not met.

FIELD 7: OTHER

All five spaces must be completed or the client will not be registered and payment from the Division of Aging will not be made except as noted for the Fifth Space, which is required only for clients receiving Preparation and Delivery of Meals. The Division of Aging policy regarding the definitions and use of these codes is to be followed. This can be found in the Home and Community Care Block Grant Procedures Manual for Community Service Providers, Sections 3 and 4.

First Space - Enter **A** in the first space of the Other field to identify that the data to follow applies to the Home and Community Care Block Grant (HCCBG) administered by the Division of Aging.

Second Space - Is client oriented?

- 1 No Referral source or agency's professional assessment indicates client has a problem with or has suffered a significant decline in short term memory, thinking, or decision making.
- 2 Yes Referral source or agency's professional assessment indicate no indication of a significant memory problem.

Third Space - Number of IADL impairments client experiences.

- 0 None
- 1 One impairment
- 2 Two impairments
- 3 Three or more impairments

Fourth Space - Number of ADL impairments client experiences.

- 0 None
- 1 One impairment
- 2 Two impairments
- 3 Three or more impairments

Fifth Space - Is client at nutritional risk?

Note: Entry required only for clients receiving Preparation and Delivery of Meals

- 1 No nutritional risk
- 2 Moderate nutritional risk
- 3 High nutritional risk

FIELD 14: SPECIAL USE

First Space - Enter **A** in the first space of the Special Use field to identify that the data to follow applies to the Home and Community Care Block Grant (HCCBG) administered by the Division of Aging.

For each service to be provided under the Home and Community Care Block Grant, complete the next five spaces of this field to answer the following questions. All five spaces must be completed or the client will not be registered and payment from the Division of Aging will not be made except as noted for the Sixth Space, which is required only for clients receiving Preparation and Delivery of Meals. The Division of Aging policy regarding the definitions and use of these codes is to be followed. This can be found in the Home and Community Care Block Grant Procedures Manual for Community Service Providers, Sections 3 and 4.

Second Space - What is the functional status of the individual?

Note: DSS-5027 entry will be rejected if the functional status is coded "1 Well" and the client is being registered for In-Home Aide Services, Adult Day Care or Adult Day Health unless the client is the caregiver as indicated in the Fourth Space, below.

- 1 Well
- 2 At Risk
- 3 High Risk

Third Space - Is the service being provided to relieve the caregiver?

(When the answer is Yes and the service being provided is In Home Aide Services, the system will automatically convert to the DOA Respite code for the same level of In Home Aide Services).

- 1 Yes
- 2 No

Fourth Space - Is the client the caregiver?

- 1 Yes
- 2 No

Fifth Space - Is the client economically needy?

- 1 Yes
- 2 No

Sixth Space - Are Nutrition Services (as defined by the Division of Aging) being provided under the Division of Aging definition of Special Eligibility Criteria?

Note: Entry required only for clients receiving Preparation and Delivery of Meals. DSS-5027 entry will be rejected if incorrect age entry is made here for clients being registered for Preparation and Delivery of Meals.

- 1 Yes (Client is age 59 or under)
- 2 No (Client is age 60 or older)

Service Codes

I. FAMILY SUPPORT/CHILD WELFARE SERVICES

SERVICE	DSS 5027	DSS 4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
Adoption Services For Children						
Diagnostic and Treatment Services (Non-Residential) -Adoption	005	005	Yes	005	Yes	N,P,R,V,X,0,9,22
Adoption Case Management	009	009	Yes	009	Yes	N,P,R,V,X,Z,0,22,30
Adoption Services	010	010	Yes	010	Yes	N,P,R,V,X,0,22,30
Recruitment and Assessment of Adoptive Parents		011	No	011	No	N,P,R,V,X,Z,0,22,30
Adoption Assistance Case Management	012	012	Yes	012	Yes	N,P,R,V,X,Z,0,22
Training for Adoptive Parents		014	No	014	No	N,P,R,V,X,Z,0,22,30
Post Adoption Case Management	016	016	Yes	016	Yes	N,P,R,V,X,Z,0,22,30
Adoption Access (CI)		017	No	No	No	N
Adoption Access (CI) Case Management	018	018	Yes	018	Yes	N
Adoption Case Planning/Case Management	019	019	Yes	019	Yes	N,P,R,V,X,Z,0,22
Preparation for and Participation in Judicial Determinations-Adoptions	028	028	Yes	028	Yes	N,P,R,V,X,Z,0,22
Foster Care Services For Children						
Diagnostic and Treatment Services (Non-Residential) -Foster Care	100	100	Yes	100	Yes	N,P,R,V,X,Y,0,9,13,22
Foster Care Assistance Eligibility		101	Yes	No	No	N,P,V,X,Z,Y,22
Training for Foster Parents		102	No	102	No	A,N,P,R,V,X,Z,Y,0,13,22,30
Recruitment and Assessment of Foster Parents		103	No	103	No	N,P,R,V,X,Z,0,22,30
Foster Care Special Services				104	Yes	R,V,0,9
Foster Care Optional Elements				105	Yes	R,0
Foster Care Case Management	109	109	Yes	109	Yes	N,P,R,V,X,Z,Y,0,9,13,22
Foster Care Caseworker Visit		117	Yes	No	No	N,P,R,V,X,Z,Y,0,9,13,22
Foster Care Caseworker Visit – In Child's Residence		118	Yes	No	No	N,P,R,V,X,Z,Y,0,9,13,22
Foster Care Case Planning/Case Management-Team Setting	119	119	Yes	119	Yes	N,P,R,V,X,Z,0,22,30
Preparation for and Participation in Judicial Determinations-Foster Care	128	128	Yes	128	Yes	N,P,R,V,X,Z,0,22
LINKS- Independent Living Needs Assessment	130			130	Yes	K,N,P,X,Z
LINKS- Supervised Independent Living	131			131	Yes	K,N,P,X
LINKS Activities: Outreach Services	132	132	No	132	No	K,N,X
LINKS Services to Current/Former Foster Youth 13-15	135	135	Yes	135	Yes	A,K,N,P,X,Y,Z
LINKS Activities: Services to Current or Former Foster Youth Ages 16-21	136	136	Yes	136	Yes	A,K,N,P,X,Y,Z
LINKS Activities – Group Setting		137	No	137	No	K,N,V,X,Z
LINKS – Program Planning		138	No	138	No	K,N,V,X,Z
LINKS- Academic Support	156			156	Yes	K,N,P,X
LINKS- Post Secondary Educational Support	157			157	Yes	K,N,P,X
LINKS- Education Financial Assistance	158			158	Yes	K,N,P,X
LINKS- Career Preparation	160			160	Yes	K,N,P,X,Z
LINKS- Employment Programs or Vocational Training	161			161	Yes	K,N,P,X,Z
LINKS- Budget and Financial Management	162			162	Yes	K,N,P,X,Z
LINKS- Housing Education and Home Management	163			163	Yes	K,N,P,X,Z
LINKS- Health Education and Risk Prevention	164			164	Yes	K,N,P,X,Z
LINKS- Family Support and Healthy Marriage Education	165			165	Yes	K,N,P,X,Z
LINKS- Mentoring	166			166	Yes	K,N,P,X,Z
LINKS- Room and Board Financial Assistance	167			167	Yes	K,N,P,X
LINKS- Other Financial Assistance	168			168	Yes	K,N,P,X

120 – Family Reunification Services are services to address the problems of families whose children have been placed in foster care so that reunification may occur in a safe and stable manner in accordance with the Adoption and Safe Families Act.

121 – Family Preservation Services are services for children and families (including adoptive or extended families) designed to help families that are at risk of or in crisis. These services include, but are not limited to, 1) permanency planning services, 2) preplacement prevention services, 3) respite care and 4) parenting support services.

122 – Family Support Services are community based services to promote the well-being of children and families designed to increase the strength and stability of families (including adoptive, foster and extended families), to increase parents' confidence and competence in their parenting abilities, to afford children a stable and supportive family environment, and otherwise to enhance child development.

123 – Intensive Family Preservation Services are family focused, community based crisis intervention services that are designed to maintain children safely in their homes and prevent unnecessary separation of families. Such services are characterized by very small caseloads for workers, short duration of services, 24-hour availability of staff, and the provision of services primarily in the child's home or in another familiar environment.

128 - Preparation for and Participation in Judicial Determinations-Foster Care – Activities include:

- Preparation for and participation in court, e.g. petitions, motions, reviews, and court reports
- Travel associated with preparation and participation for judicial determinations.

130 – LINKS Activities: Independent Needs Assessment – An independent living needs assessment is a systematic procedure to identify a youth's basic skills, emotional and social capabilities, strengths, and needs to match the youth with appropriate independent living services. An independent living needs assessment may address knowledge of basic living skills, job readiness, money management abilities, decision-making skills, goal setting, task completion, and transitional living needs.

131 – LINKS Activities: Supervised Independent Living – Supervised independent living means that the youth is living independently under a supervised arrangement that is paid for or provided by the State agency. A youth in supervised independent living is not supervised 24-hours a day by an adult and often is provided with increased responsibilities, such as paying bills, assuming leases, and working with a landlord, while under the supervision of an adult.

132 – LINKS Activities: Outreach Services - Locating and offering services to former foster youth ages 13-21 have aged out of foster care or are otherwise known to be in need of LINKS services.

135 – LINKS Services to Current/Former Foster Youth 13-15 -Assessment of needs, skills, and resources, engaging young adolescents in planning and implementing LINKS services, and service delivery to the targeted group.

136 – LINKS Activities: Services to Current or Former Foster Youth ages 16-21-

Assessment of needs, skills, and resources, engaging youth and young adults in planning and implementing LINKS services, and service delivery to the targeted group of older adolescents and young adults who are or were in DSS custody/planning responsibility.

137 – LINKS Activities – Group Setting - Activities associated with planning, coordinating and conducting activities with eligible LINKS participants in a group setting for the purposes of instruction, skill-building, leadership development, or collaboration with other youth-serving agencies to conduct such activities.

138 – LINKS – Program Planning General administrative activities conducted by the county LINKS liaison/coordinator to include LINKS program planning, data collection and analysis, preparation of reports, surveys, and development of agency plans.

156 – LINKS Activities: Academic Support – Academic supports are services designed to help a youth complete high school or obtain a General Equivalency Degree (GED). Such services include the following: academic counseling; preparation for a GED, including assistance in applying for or studying for a GED exam; tutoring; help with homework; study skills training; literacy training; and help accessing educational resources. Academic support does not include a youth's general attendance in high school.

157 – LINKS Activities: Post Secondary Educational Support – Post-secondary educational support are services designed to help a youth enter or complete college, and include the following: classes for test preparation, such as the Scholastic Aptitude Test (SAT); counseling about college; information about financial aid and scholarships; help completing college or loan applications; or tutoring while in college. The list is not all-inclusive; other supports such as college tours provided by the agency could fall within this definition.

158 – LINKS Activities: Education Financial Assistance – Education financial assistance is a payment that is paid for or provided by the State agency for education or training, including allowances to purchase textbooks, uniforms, computers, and other educational supplies; tuition assistance; scholarships; payment for educational preparation and support services (i.e., tutoring), and payment for GED and other educational tests. This financial assistance also includes vouchers for tuition or vocational education or tuition waiver programs paid for or provided by the State agency.

160 – LINKS Activities: Career Preparation – Career preparation services focus on developing a youth's ability to find, apply for, and retain appropriate employment. Career preparation includes the following types of instruction and support services: Vocational and career assessment, including career exploration and planning, guidance in setting and assessing vocational and career interests and skills, and help in matching interests and abilities with vocational goals; job seeking and job placement support, including identifying potential employers, writing resumes, completing job applications, developing interview skills, job shadowing, receiving job referrals, using career resource libraries, understanding employee benefits coverage, and securing work permits; retention support, including job coaching; learning how to work with employers and other employees; understanding workplace values such as timeliness and appearance; and understanding authority and customer relationships.

161 – LINKS Activities: Employment programs or vocational training – Employment programs and vocational training are designed to build a youth's skills for a specific trade, vocation, or career through classes or on-site training. Employment programs include a youth's participation in an apprenticeship, internship, or summer employment program and do not include summer or after-school jobs secured by the youth alone. Vocational training includes a youth's participation in vocational or trade programs in school or through nonprofit, commercial or private sectors and the receipt of training in occupational classes for such skills as cosmetology, auto mechanics, building trades, nursing, computer science, and other current or emerging employment sectors.

162 – LINKS Activities: Budget and financial management – Budget and financial management assistance includes the following types of training and practice: Living within a budget; opening and using a checking and savings account; balancing a checkbook; developing consumer awareness and smart shopping skills; accessing information about credit, loans and taxes; and filling out tax forms.

163 – LINKS Activities: Housing Education and risk prevention – Housing education includes assistance or training in locating and maintaining housing, including filling out a rental application and acquiring a lease, handling security deposits and utilities, understanding practices for keeping a healthy and safe home, understanding tenants rights and responsibilities, and handling landlord complaints. Home management includes instruction in food preparation, laundry, housekeeping, living cooperatively, meal planning, grocery shopping and basic maintenance and repairs.

164 – LINKS Activities: Health Education and Risk Prevention – Health education and risk prevention includes providing information about: Hygiene, nutrition, fitness and exercise, and first aid; medical and dental care benefits, health care resources and insurance, prenatal care and maintaining personal medical records; sex education, abstinence education, and HIV prevention, including education and information about sexual development and sexuality, pregnancy prevention and family planning, and sexually transmitted diseases and AIDS; substance abuse prevention and intervention, including education and information about the effects and consequences of substance use (alcohol, drugs, tobacco) and substance avoidance and intervention. Health education and risk prevention does not include the youth's actual receipt of direct medical care or substance abuse treatment.

165 – LINKS Activities: Family Support and Healthy Marriage Education – Such services include education and information about safe and stable families, healthy marriages, spousal communication, parenting, responsible fatherhood, childcare skills, teen parenting, and domestic and family violence prevention.

166 – LINKS Activities: Mentoring – Mentoring means that the youth has been matched with a screened and trained adult for a one-on-one relationship that involves the two meeting on a regular basis. Mentoring can be short-term, but it may also support the development of a long-term relationship. While youth often are connected to adult role models through school, work, or family, this service category only includes a mentor relationship that has been facilitated, paid for or provided by the State agency or its staff.

167 – LINKS Activities: Room and Board Financial Assistance – Room and board financial assistance is a payment that is paid for or provided by the State agency for room and board, including rent deposits, utilities, and other household start-up expenses.

168 – LINKS Activities: Other Financial Assistance – Other financial assistance includes any other payments made or provided by the State agency to help the youth live independently.

210 – Protective Services for Children - CPS Assessments - Activities Include:

- Conducting those activities necessary to determine whether or not allegations of abuse, neglect, or dependency are true, and to evaluate the safety of the child in the home.
- CPS Assessments refer to both CPS Family Assessments and CPS Investigative Assessments.
- The primary elements of CPS Assessments as defined by law and Administrative Rule are included in this service code.
- Activities related to petitions for interference with a CPS Assessment are to be coded in this category.
- Tasks related to information gathering for the purpose of making a case decision, such as referral to CME/CFEP, are included under this code.
- Giving information, instruction, guidance, and mentoring regarding parenting skills; ongoing determination of the need for placement; referrals to other service providers and evaluation of services provided; and gathering information for initial case plans.
- The CPS Assessment encompasses the completion of the Structured Decision Making Tools including the Safety Assessment, Family Risk Assessment, Family Assessment of Strengths and Needs, and the Case Decision Summary/Initial Case Plan.
- Documentation of pre-placement activities and related travel time.

211 – Protective Services for Children - Intake - Activities Include:

- Receiving and documenting a report, which alleges that, a child or children may be abused, neglected or dependent.
- Making a thorough evaluation of the information provided by the reporter to determine whether a CPS Assessment will be initiated.
- Informing the person making the report of the agency's decision whether or not to conduct a CPS Assessment and their right to a review of this decision.
- Directing the reporter to other agency or community resources, when indicated.
- Making referrals to the district attorney and/or law enforcement, when indicated.
- Completing thorough documentation of the above activities.

212 – Protective Services For Children – Medical, Psychological, and Medico-Legal

Diagnostic Services - Medical, psychological and medico-legal diagnostic studies and evaluations when needed to substantiate and assess the circumstances of abuse or neglect of children.

215 – Protective Services For Children – In-Home Services For Children Defined As Reasonable Candidates For Foster Care and Their Families, after there has been a

substantiation of child abuse, neglect, and/or dependency or a case decision of services needed and removal of the child is a reasonable possibility in the absence of such services. This code should be used when:

- Monitoring, expanding and updating the In-Home Family Services Agreement to address identified areas of need.
- Routine case supervisory activities;
- Maintenance of contact with the family and others significant to the case.
- Working with the parents on the status of the case and case goals.
- Giving information, instruction, guidance and mentoring regarding parenting skills.
- Referral to monitoring of service as appropriate, including referrals to DSS-provided clinical treatment.
- Ongoing determination of appropriateness of need for out-of-home placement.
- Ensuring that foster care placements across state lines are in compliance with interstate compact laws.
- Documentation of CPS In-Home Services activities.
- This code should be used for travel associated with any of the above activities.

When a CPS Assessment is not substantiated or if there was not a finding of Services Needed, the CPS case is closed and related activities are not IV-E reimbursable. The family may be referred to voluntary services or services outside the agency.

219 - Protective Services for Children-Team Setting

Planning, arranging, and conducting multidisciplinary assessment and planning team meetings on behalf of children reported for abuse, neglect, or dependency or for whom there has been a substantiation of child abuse, neglect, or dependency and for whom removal from the home is a reasonable possibility in the absence of such services. This code includes, but not limited to:

- Day One conferences;
- Community Assessment Teams;
- Child and Family Team Meetings

220 – Unsuccessful Attempts to Locate Victim Child

Unsuccessful efforts to locate the alleged victim child in order to initiate the CPS Assessment.

228 – Preparation For and Participation in Judicial Determinations in Juvenile Court (Pre-Placement)

Activities which contribute to preparing a report for the juvenile court, or preparing for or participating in a juvenile court proceeding, with the exception of cases involving interference with a CPS Assessment.

229 – Other Court Related Activity (Preplacement)

This code should be used when a worker is engaged in preparation for or participation in court-related activities other than for Juvenile Court, e.g., divorce/custody cases or criminal cases.

230 - Diagnostic and Treatment Services (Non-Residential)-CPS

Direct outpatient psychological, clinical, or therapeutic counseling or treatment provided to a child in a structured individual or group session by a qualified professional for the purposes of ameliorating or remedying personal problems, behaviors, or home conditions. This code should not be used when a worker is making a referral for these services to be provided to the client, or is otherwise referring the client to these services.

This code can only be used when Medicaid funding is not available.

241 – Individual And Family Adjustment Services – Camping Component means day or residential camp experience for school age children and therapeutic camp for developmentally disabled or handicapped individuals and their families and for youths whose behavior is delinquent or undisciplined may be provided at county option.

293 – Residential Treatment For The Emotionally Disturbed means services provided in an environment effectively structured and designed as a therapeutic milieu to meet individualized needs of emotionally disturbed individuals. Services should initiate and direct recovery from the incidence and debilitating effects of emotional disturbance in such manner that rehabilitation toward adequate social and emotional functioning can be continued by follow-up support and treatment in home and community. Included are room and boards for up to six consecutive months for any one placement in residential treatment. Psychiatric counseling and drug therapy specifically related to the treatment of the individual's emotional disturbance might be provided as integral but subordinate to the regimen of residential treatment services.

319 – Child & Family Support Team Activity: Non-DSS Recipient means a Child and Family Team facilitator's time spent preparing for, participating in, or facilitating Child and Family Support Team meetings where the subject child is currently not receiving any child welfare services provided by the local Department of Social Services. Activities include any follow up that is required to help meet needs identified during such meetings. This code should be used to document the worker's time in cases where the child was identified by their school as being at risk of academic failure or out of home placement, but the child has no open case with DSS and no assigned client ID.

320 - Evaluation Activities for Child Welfare Programs

Collecting, analyzing, and reporting data related to specific performance measures when those activities are assigned to establish baselines and/or to evaluate the effectiveness of the child welfare delivery system.

390 – Other Child Welfare Services Means social work intervention services which, in addition to core services (i.e., those services defined above that are available as Child Welfare Services) protect and promote the welfare of children, including the strengthening of their own homes where possible. Activities include gathering information about and assessing the needs and problems of a child within the context of family interaction, environment and/or coping patterns; helping a child and his family gain insights into and understanding of their needs and problems, and assisting them to know about and use other services and resources available to them. Activities also include collaborating on a case by case basis with individuals in other systems (e.g., judicial, health, education) to plan with and support a child and those involved with him through a crisis or an at-risk situation. These services may also include purchases to alleviate non-recurring, episodic events impacting the child's welfare.

II. ADULT SERVICES

030 – Day Care Services For Adults – Daily Care means the provision of an organized program of services during the day in a community group setting for the purpose of supporting adults' personal independence, and promoting their social, physical, and emotional well-being. Services must include a variety of program activities designed to meet the individual needs and interests of the participants, and referral to and assistance in using appropriate community resources. Also included are medical examinations required for individuals participants for admission to day care and periodically thereafter when not otherwise available without cost, and food and food services to provide a nutritional meal and snacks as appropriate to the program. Services must be provided in a home or center certified to meet State Standards for such programs.

031 – Day Care Services For Adult – Recruitment Only means the recruitment, study, and development of adult day care programs, evaluation and periodic re-evaluation to determine if the programs meet the needs of the individuals they serve, and consultation and technical assistance to help day care programs expand and improve the quality of care provided.

Special Instructions: This code is used by agency services staff to report on the DSS-4263 only those parts of this service described above which are provided to vendors.

070 – Employment and Training Support Services means services provided as part of an individual service plan to enable appropriate individuals to secure paid employment or training leading to employment, including basic education and continuing education. Services included counseling to explore with the individual his current readiness or potential for employment and to assess the feasibility of seeking training or employment in relation to the total needs of the family; providing information about and referral to educational resources, training programs, and possible sources of employment; and counseling and information to encourage and support the individual's employment objectives with respect to such topics as grooming, how to apply to appropriate resources, employer expectations, and constructive resolution of work related problems. Also included is arrangement for or provision of general and specialized diagnostic tests and evaluation to assess the individual's potential for employment and any limitations, which affect employment or training.

At provider option, payment for resource items may be provided to facilitate the provision of employment and training support services. Resource items include tuition, supplies, and rental or purchase of books when needed to assist in meeting the usual expenses of obtaining vocational training, basic education, or a high school education or its equivalent in public or private technical institutes or community colleges; lunches, uniforms, and subject to state office approval, tools and other equipment necessary to enable individuals to accept training or employment when such items are not otherwise available.

091 – Foster Care Services For Adults – Recruitment and Evaluation means recruitment, study, and development of family care homes and group care facilities, evaluation and periodic re-evaluation to determine if the home or facility meets the needs of the individuals it serves, and consultation and technical assistance to help family care homes and group care facilities to expand and improve the quality of care provided.

095 – Adult Placement Services are activities necessary to assist aging or disabled individuals and their families or representatives in finding substitute homes or residential health care facilities suitable to their needs when they are unable to remain in their current living situations. Activities include completing an initial screening and assessment while providing counseling to help the individual and his family or representative to determine the need for initial or continued placement; assisting in the process for completing necessary financial application and medical evaluations; helping to locate and secure placement in a suitable setting and level of care; supporting an individual and his family or representative in the individual's transition from one location to another; and providing counseling and other services to help the individual adjust to the new setting and maintain the placement. Adult Placement Services also include assisting individuals, when requested, to return to more independent settings in the community, or to relocate in more appropriate settings when new levels of care are needed.

107 – Guardianship Services means services provided to an individual alleged to be in need of a guardian or services to those for whom the agency director or assistant director has been appointed as legal guardian. The service includes the assessment of an individual's need for guardianship; activities aimed at locating the appropriate person(s) to serve as guardian(s); and, when necessary, petitioning or assisting the family to petition for the adjudication of incompetence for an adult and the appointment of a guardian for an adult or minor under the provision of GS 35A. Working with other community agencies to locate an appropriate guardian for an individual and work with the clerk of court concerning an individual case are included in this service, as is coordination of activities with the agency's attorney regarding court action on a specific case. Ongoing case work with clients for whom the agency's director or assistant director has been appointed as guardian is also part of this service. This includes contacts with the client, with client's family as part of a service plan, or with facility staff; completing quarterly reviews; and completing and filing annual accounting and status reports.

155 – Day Health Services For Adults – Daily Care means the provision of an organized program of services during the day in a community group setting for the purpose of supporting an adult's personal independence, and promoting his social, physical, and emotional well-being. Services must include a preadmission health assessment; assistance with activities of daily living including feeding, ambulation, or toileting as needed by individual participants; health care monitoring of each participant's general health and medical regimen, which includes documenting the periodic assessment of the vital signs, weight, dental health, general nutrition, and hygiene of each participant; documenting and reporting changes in health status to caretakers; assistance to participants and caretakers with medical treatment plans, diets, and referrals as needed; health education programs for all participants and health care counseling tailored to meet the needs of participants and caretakers. Also included are medical examinations required for individual participants admission to day health and periodically thereafter when not otherwise available without cost, food and food services to provide a nutritional meal and snacks as appropriate to the program. Services must be provided in a home or center certified to meet State Standards for adult day health or combination adult day care/adult day health.

200 – Protective Services For Adults – Intake means receiving and documenting information which alleges that a disabled adult has been abused, neglected or exploited and is in need of protective services. Intake activities include making a decision regarding the information being provided to determine whether a protective services evaluation will be initiated, noticing the reporter about whether the information has been accepted for APS, directing the reporter to another agency or other community resources, when appropriate; making referrals to the district attorney, law enforcement and/or regulatory agencies, when appropriate; and completing thorough documentation of the above activities.

202 – Protective Services For Adults - Evaluation means conducting activities necessary to determine whether a disabled adult has been abused, neglected or exploited, and is in need of protective services, and to assess what services are needed to prevent further mistreatment. Unsuccessful efforts to locate the adult are included as part of the evaluation process. Evaluation includes making the case decision determining capacity to consent, and activities related to obtaining service authorization either from the client or the court. It includes the services of lawyers to represent the agency where court action is necessary to protect the adult. When an APS petition has been filed, it includes the time until court authorization is obtained. If the need for protective services is not substantiated, referrals to any available and appropriate agency or community resources are included as thorough evaluation activities. Documentation of the evaluation, of authorization for services, of the distribution of required notices, as well as termination of adult protective services in situations where the report is unsubstantiated or service authorization was not obtained are part of this activity.

204 – Protective Services For Adults – Mobilizing Services means the provision of services, as part of a service plan, when the need for protective services has been substantiated. Such services include arranging for the provision of and assisting individuals and their relatives or caretakers in utilizing appropriate services and community resources; conducting quarterly reviews if the case remains open for services; and documenting in the client record the services provided. Includes the services of lawyers to represent the agency where court action is necessary. Includes the case termination decision when the goals in the protective services plan have been met, the client's situation has stabilized, and/or there is no longer a need for protective services. Also includes time involved in transferring the case for other agency services or additional community services prior to termination.

396 – Adult Care Home Case Management

Adult Care Home Case Management (ACH/CMS) includes: verifying the need for Enhanced Adult Care Home Personal Care (ACH/PC); monitoring the resident's condition and determining if the tasks in the adult care home's care plan for Enhanced ACH/PC are being performed in a manner appropriate to the needs of the resident; assessing and reassessing the broader health care service needs of the heavy care resident; preparing an ACH/CMS Service Plan to address the overall health care needs of the heavy care resident; working with the adult care home, the heavy care resident, and the resident's family/responsible party to locate and arrange for Medicaid-funded services to meet the health care needs of that resident; coordinating services when multiple service providers are involved in the heavy care resident's care; and determining that services are being received, appropriate and adequate for meeting the heavy care resident's needs, and consistent with accepted standards for quality care.

397 – Adult Care Home Screening

Adult Care Home Screening includes a series of interrelated activities conducted by a case manager in determining that residents in adult care homes meet Medicaid criteria for Enhanced Adult Care Home Personal Care. These activities include case finding, reviewing referral documents provided by the facility, assessing the condition of residents relative to Medicaid criteria, securing additional information about the resident needed to verify their status and making the determination that the resident does or does not qualify for Enhanced ACH/PC. Adult Care Home Screening may also be used when the resident has died or was discharged from the facility and the case manager's activities are associated with determining whether the resident was eligible for Enhanced ACH/PC while they resided in the facility. The code for Adult Care Home Screening may also be used when case managers carry out activities required by the program, which cannot reasonably be assigned to an individual client. Such activities include reviewing Medicaid payment summaries, providing general program consultation to facilities, and other similar activities, which effect multiple residents.

III. GENERAL SERVICES

In-Home Aide Services means those paraprofessional services which assist children and adults, their families, or both with essential home management tasks, personal care tasks, or supervision, or all of the above, to enable children, adults, and their families to remain, and function effectively, in their own homes as long as possible.

For reporting purposes the case manager will select the highest level of the service to be provided to the client/family, based on the assessed needs, even though some assigned tasks may be listed at lower levels.

041 – Level I Home Management

In-Home Aide Services at this level are intended to provide support to those needing assistance with basic home management tasks, such as housekeeping, cooking shopping, and bill paying. Persons/families to be served include those who are self-directing, medically stable, and have at least one instrumental activity of daily living (IADL) impairment or require assistance with basic home management tasks. Personal care tasks may not be performed at this level.

042 – Level II Personal Care

In-Home Aide Services at this level are intended to provide support to persons/families who predominately require assistance with basic personal care/activities of daily living but does not preclude providing assistance with home management tasks. Provision of both the personal care and home management tasks can be done for or in support of the person/family when capacities are diminishing or when he/they are striving to maintain or improve personal or family functioning. Persons/families to be served include those who are medically stable and partially dependent in activities of daily living (ADL) functioning (1 or 2 ADLs) due to physical and/or mental impairment; or who have maintenance needs and/or rehabilitative potential. In addition to their predominate personal care needs, person/families may also have increased IADL needs (2-4) requiring additional support to maintain/achieve overall functioning.

043 – Level II Home Management

In-Home Aide Services at this level are intended to provide support to persons/families who predominately or entirely require assistance with home management tasks but does not preclude providing assistance with personal care tasks. Provision of home management tasks focuses more on strengthening and developing the person's/family's own skills than on doing these tasks for the client. Persons/families to be served include those who need assistance to remain in their own homes; to maintain, strengthen, and safeguard their functioning because of physical/emotional illness or handicap; to preserve and strengthen parental functioning; or to obtain education, training, and employment to improve their economic self-sufficiency. Persons/families may also need assistance with IADL activities to improve IADL functioning or to learn independent skills; or they may have increased IADL needs (2-4) requiring additional support to maintain/achieve overall functioning.

NOTE: When Level II - Home Management is provided by county DSS staff for Work First participants and/or their family members, the service is reported as Work First Case Management Support Services (522).

044 – Level III Home Management

In-Home Aide Services at this level are intended to provide intensive education and support to persons/families in carrying out home management tasks and improving family functioning skills. Provision of the service primarily focuses on individualized work with an individual/family in teaching and demonstrating skills and tasks and reinforcing improved individual/family accomplishments. It also involves direct assistance and support in crisis situations. Individuals/families to be served generally have moderate to severe limitations in cognitive and/or psycho-social functioning, have poor family functioning skills or are in a family crisis, but have potential for partial/total independence in IADL impairments (more than 4).

NOTE: When Level III - Home Management is provided by county DSS staff for Work First participants and/or their family members, the service is reported as Work First Case Management Support Services (522).

045 – Level III Personal Care

In-Home Aide Services at this level are intended to provide substantial ADL support to individuals/families who require assistance with health and personal care tasks. Provision of these tasks involves extensive "hands on" care and potential assistance with a wide range of health related conditions. Persons to be served include those who are medically stable with significant ADL impairments (3 or more) resulting from a chronic condition; or who are medically stable with significant ADL impairments, but have rehabilitative potential; or who are medically unstable due to recent illness, complications of a chronic condition, or a deteriorating condition with variable IADL and ADL needs; or children and their families who have any of a wide range of health related conditions and who need substantial support.

046 – Level IV Home Management

In-Home Aide Services at this level are intended to provide a wide range of educational and supportive services to persons/families who are in crisis or who require long term assistance with complex home management tasks and family functioning skills. Provision of the service involves quick and creative response to individual/family crisis situations identified by the case manager; it also focuses on conducting appropriate learning sessions with small groups of persons from different families who have similar needs. Persons/families to be served include those who have serious limitations in cognitive and/or psycho-social functioning, who may live in disruptive family situations, but who have the potential for major or complete independence in IADL or home management functioning and who have little or no ADL impairment.

080 – Health Support Services – Family Planning means services to enable individuals and families to voluntarily limit the family size or to space the children, and to prevent or reduce the incidence of births, out of wedlock. Such services include educational activities, the provision of printed materials, counseling about family planning and genetics, and help in utilizing medical and educational services available in the community and state. Also included are educational services in human sexuality appropriate to an individual's emotional and social adjustment and physical development.

110 – Health Support Services means helping individuals and families to recognize health needs including those related to alcohol and drug abuse; to cope with incapacities and limited functioning resulting from aging, disability, or handicap and to choose, obtain and use resources and mechanisms of support under Medicaid (including the early and periodic screening, diagnosis and treatment program), Medicare, maternal and child health programs and from other public or private agencies or providers of health services; counseling and planning, as appropriate, with individuals, families, and health providers to help assure continuity of treatment and the carrying out of health recommendations; and helping individuals to secure admission to medical institutions and children to secure admission to other health-related facilities as needed; and family planning services as described in the family planning component.

140 – Housing and Home Improvement Services means assistance to individuals and families in obtaining and retaining adequate housing and basic furnishings. Services include helping to improve landlord-tenant relations, to identify sub-standard housing, to secure correction of housing code violations, to obtain or retain ownership of own home, and to find and relocate to more suitable housing. The provision of labor and materials for minor renovations and repairs to owner-occupied dwellings to remedy conditions, which are a risk to personal health and safety, may be included as an optional part of this service.

Basic appliances, such as stove, refrigerator, heater, fan, or air conditioner may also be provided at county option to facilitate the provision of housing and home improvement services. Such appliances may be provided when this is not the responsibility of the landlord and the individual lacks these essentials to prepare food or is without heat or cooling equipment, which is needed to protect their health.

170 – Personal and Family Counseling means the rendering of counseling services or therapy to individuals, either singly or in groups, for the purpose of resolving emotional conflicts within social relationships. It operates through a process of mobilizing the strengths inherent in the person which are needed to deal with immediate situations and developing the coping ability of the family and its members to use themselves effectively in life roles and tasks. The process involves a professional relationship with a skilled counselor to help the client(s) to assess the situation, to plan steps for dealing with it, and to take appropriate action.

Special Instructions: Code 170 is used on the DSS-4263 only by staff qualified in accordance with the Standards for Personal and Family Counseling as set forth in Volume V, Chapter XIII of the Family Services Manual.

180 – Preparation And Delivery Of Meals means the preparation and delivery of nutritious meals to a blind, aging, or disabled individual in his own home or in a central dining facility as necessary to prevent institutionalization or malnutrition. The cost of raw food necessary to provide the meal service is included.

190 – Problem Pregnancy Services means services to individuals who are involved with an undesired pregnancy. Services include counseling to assist such individuals in looking at alternative solutions to the unwanted pregnancy (e.g., abortion, adoption, or keeping the baby), and at the probable consequences of each alternative; and assistance in arranging for and utilizing other needed services. Residential care, including a concentrated regimen of services as described above, room and board for up to six months, medical supervision, and medications required for health maintenance in pregnancy as prescribed by a physician may be provided when such care is provided in an approved living arrangement. Psychiatric counseling specifically related to help in coping with the pregnancy might also be included as an integral but subordinate part of the regimen of residential services.

250 – Transportation Services means providing transportation as part of a service plan to enable individuals for whom transportation is not otherwise available to have access to medical and health resources, shopping facilities, education, recreational and employment and training opportunities, and other community facilities and resources, and to support the delivery of other social services.

Special Instructions: The activities of services staff in arranging for and helping clients utilize transportation is not included in the definition of Transportation Services. Code 250 is used by agency service staff to report on the DSS-4263 only that time spent in direct provision of transportation.

Purchased Transportation Services charged to Program Code T – Title XIX Medicaid Transportation should **not** be reported on the DSS-1571 Part IV, but reported **only** on the DMA-2055.

281 – Health Support Services – Mobility Assistance (Optional Resource) means mobility assistance for aging, disabled and handicapped persons, through the installation of ramps, rails and other safety measures at the individual's home and the provision of escort service to health facilities and other needed resources for individuals unable to travel or wait alone.

Special Instructions: Activities of Services staff in arranging for mobility assistance is not included in the definition of the Service. Code 281 is used on the DSS-4263 only by agency staff directly engaged in installation or escort activities.

282 – Health Support Services – Companionship Services (Optional Resource) means arranging for or providing friendly visitors or companions for part of a day to assist individuals who, because of fragility, physical or mental disability or social isolation, have limited contacts with other people. Such companionship service offers mental and physical stipulation and provides an opportunity for observation as to the need for professional help of any kind.

284 – Health Support Services – Special Health Needs (Optional Resource) means provision of special health needs and supplies such as ostomy supplies, oxygen, bandages, orthopedic and other appliances needed by aging and disabled individuals in their own homes and not available through Medicaid, Medicare or resources without cost.

285 – Health Support Services – Communication Assistance (Optional Resource) means assistance with communication to enable individuals to utilize needed health and medical resources and other community services and resources through the provision of interpreters for the deaf and the provision of telephones when not otherwise available for the aging, disabled, or handicapped who are alone and homebound, or who have a health or medical condition which necessitates ready access to or frequent use of a telephone in their home.

Special Instructions: Code 285 is used on the DSS-4263 only by agency employed interpreters to report their activities in direct provision of communication assistance to clients.

303 – Community Living Services means the provision of services to support continuation of the individual's family or community-based situation, or to prepare him for leaving institutional care and facilitate his transition to living in the community. Such services include training in community living skills and work activity training commensurate with the individual's age and developmental level; recreational and other activities which promote normalization outside an institutional setting; and assistance in arranging for and utilizing community services and resources which support this regimen of services. On an optional basis, services may also include remedial and treatment services necessary to ameliorate the handicapping effects of the disability which prevent or constrain personal, social, and work adjustment (e.g., physical therapy, speech therapy), and food and food services to provide a nutritious meal and snacks during the time clients participate in on-site services.

Community Living Services - Transportation means the provision of transportation when needed and not otherwise available to access community living services programs.

330 – Individual And Family Adjustment Services means services designed to offer assistance to individuals and their family members in support of attempts to restructure or solidify the individual's environment. Activities include counseling to enable the individual to recognize, understand, and cope with problems and conflicts in regard specifically to such areas as household management, consumer affairs, family life, alcoholism, drug addiction, mental retardation, emotional disturbance, and school related problems. Such counseling is also designed to help individuals independently utilize community resources, including other social services: take advantage of natural support systems; and achieve an adequate level of functioning within the family. Also included is arranging for other services when needed to support the provision of individual and family adjustment services; diagnostic psychological study and evaluation necessary to determine the appropriate plan of service; activities associated with fulfilling the agency's responsibility to serve as guardian or representative payee for individual clients; and social development through therapeutic groups as a part of a service plan to give individuals opportunities for participation in structured group activities focused on helping them cope with personal problems, develop capacities for more adequate social functioning and relieve social isolation.

331 – Individual And Family Adjustment Services – Representative Payee means services offered to individuals for whom the DSS has been appointed the representative payee, including assurance of the appropriate use of income for the client's needs, and strengthening the client's basic skills in money management.

332 – Individual And Family Adjustment Paraprofessional Services

Examples of direct services are:

- Supervising visits between parent and child
- Supervising children (while parents attend therapy, parenting classes, Etc.) in absence of caregiver.
- Teaching, coaching, modeling parenting skills, home management skills, communication skills with resources to parents and caretakers and placement providers.
- Teaching, coaching, modeling advocacy skills (especially as related to housing, school system, services agencies)
- Supporting case management of neglected, abused, dependent, delinquent children.
- Transporting/supervising/providing in loco parentis to children going to doctor visits, schools (time in care may be transportation, time at the providers needs to be coded something.)
- Communicating information between services providers and case managers/placement providers.
- Testifying in court related to specific assigned duties and client interaction (supervised visits, school visits, etc.).

350 – TANF Domestic Violence Case Management Domestic violence services include screening, and identification of victims of domestic violence, development of safety and service plans, counseling, referral to appropriate agencies, batterers programs and support groups, determining the need for waivers for Work First program requirements and other direct services to clients that related to domestic violence.

Special Instructions: County DSS workers must use Program Code N (DSS NON-REIMBURSABLE) to report time coded to this Service Code on the DSS-4263.

351 – TANF Domestic Violence Emergency Assistance Short term not to exceed four months emergency services that ensure client safety such as emergency shelter, food, clothing, legal services and helping victims relocate to a safe place within or outside of the state.

352 - Family Violence Prevention Case Management Case management services for victims of domestic violence without regard to their income such as screening and assessment of domestic violence, provision of and arranging for emergency shelter and food, clothing, legal advocacy, transportation, counseling, housing, relocation costs to a safe place within or outside of the state and other supportive appropriate services that the DSS and domestic violence agency agree together will promote the safety of the client and their children.

Special Instructions: County DSS workers must use Program Code N (DSS Non-Reimbursable) to report time coded to service code 352 on the DSS-4263.

353 - Family Violence Prevention Services Family Violence Prevention Services includes services provided for victims of domestic violence without regard to their income such as screening and assessment of domestic violence, emergency shelter and food, clothing, legal advocacy, transportation, counseling, housing, relocation costs to a safe place within or outside of the state and other supportive appropriate services that the DSS and domestic violence agency agree together will promote the safety of the client and their children.

Special Instructions: Service Code 353 is used only on the DSS-5027 and DSS-1571 Part IV.

395 – At Risk Case Management Services

At Risk Case Management Services is a group of interrelated activities under which responsibility for locating, coordinating, and monitoring appropriate services for an individual rests with a specific person or organization. This include evaluating the client's situation to determine the need for initial or continuing case management services; assessing and reassessing the service needs of clients; developing and implementing a Client/Family Service Plan to meet the service needs of the client' assisting the client in locating and contacting providers and programs for needed services; coordinating delivery of services when multiple providers or programs are involved in care provision; and monitoring services when multiple providers or programs are involved in care provision; and monitoring services to insure that they are received, are adequate to meet the client's needs, and are consistent with quality care.

Psychosocial intervention to assist clients in locating needed services, coordinating the delivery of those services, and monitoring the adequacy of the services. Psychosocial intervention typically encompasses these domains: safety and protection, food, housing, clothing, medical care, school placement and adjustment, vocational needs, financial needs, parent/child or foster parent/child relationship problems, and residential placement coordination.

IV. INTAKE AND CASE MANAGEMENT

380 – Case Management means planning and directing the provision of social services within the constraints of policies and procedures to an individual who is receiving or who is applying to receive services. Activities include initial and on-going eligibility determination and assessment of the nature, impact and extent of individual's current service needs as well as establishment of ways and means to tackle the individual's problem. This includes keeping track of what has been provided and what can be provided in relation to the client's needs. Activities include determination and orchestration of conditions and methods of service delivery, which will best support resolution of the individual's problem(s). This means assuming the role of prime agent who assures an equitable, consistent, dependable and coordinated flow of services to the client as he or she moves through the service delivery systems. Activities include establishing separate and joint responsibilities, authorities and tasks among services workers and services agencies involved in the process of helping the individual.

NOTE: When code 380 is used in conjunction with program code 9 (MOE) it must only be used for non-child welfare.

381 – Services Intake describes the function of designated service staff who are assigned to handle the task of initiating clients into the service delivery system of the agency. Activities include receiving requests for services; exploring with the client his request in terms of the services available; taking applications; and such elements of case management as establishing eligibility for services, initiating the Service Client Information Record and certifying clients for purchased services. The extent to which Services Intake performs any of the above case management activities is an agency decision and is related to how broadly the agency wishes to define the intake function. Also included may be working with clients to apply eligibility criteria and determine eligibility for another agency's resources, e.g., crippled children, free school lunches. As a part of assessing with the client his request for help and the nature of his need, the designated intake staff may provide Information and Referral as a part of the tasks assigned to Intake.

385 – Case Management – State Abortion Fund is the activity of completing and reviewing the State Abortion Fund Authorization Form DSS-6847.

NOTE: When this time is reported on the Worker Daily Report of Services to Client (DSS-4263), the Client ID must be entered. It is not appropriate to record this activity as a block of time.

386 – Case Management - In-Home Services means case management activities as defined under Code 380 when carried out to support and facilitate the provision of In-Home Services to a client.

NOTE: In-Home Services are Adult Day Care, In-Home Aide Services, Housing and Home Improvement Services, and Preparation and Delivery of Meals.

V. OTHER ADMINISTRATIVE ACTIVITIES

002 – Child Day Care Program Management - Activities include recruiting and training providers, enrolling providers in the subsidized child day care program, maintaining provider files, preparing or supervising the preparation of monthly reimbursement reports, monitoring day care spending to insure that the budget is maintained and maximum use of funding is attained, developing local policies, observing center and home operations to insure the programmatically- and fiscally-responsible operation of the program, monitoring compliance of nonregistered homes standards, training staff, coordinating with other child care programs and agencies, promoting community awareness of day care needs and responding to requests for information, and other activities required to manage the subsidized child day care program.

804 – Adolescent Parenting Administrative Activity means program development for the Adolescent Parenting Program. Included are such activities as orientation of agency staff to the program model and implementation of the program components, including: in-house management team, community advisory committee and the recruitment, training and coordination/supervision of volunteers. Also included are activities associated with building community awareness to the program such as public speaking and resource building.

816 – Child Day Care Services Delivery - This code is used to record activities needed to deliver child day care services, including transportation, to eligible families. This includes such activities as working with the family to assess its child day care needs, determining initial and on-going client eligibility and establishing fees, providing parents with information that enables them to recognize quality care and to make informed child care choices, arranging a plan of care that best meets the needs of the child and the family, maintaining contact with the family and provider to insure the family is receiving the appropriate service(s), authorizing payments, and maintaining case files.

980 – County General Assistance - use this code when a county General Assistance payment is initiated and provided by service staff and it is not integral to the delivery of services.

990 – General Administration - record in a block of time at end of day those activities considered general administration; e.g., leave, employee travel, supervisor/worker conferences, attendance at training sessions, other non-direct service activities of less than 5-minute duration, compensatory time, etc.

991 – Crisis Intervention Program - use this code to report time spent by a service worker in Crisis Intervention Program activities, e.g., taking applications, assessing need, establishing eligibility, and authorizing payments.

Note: When staff time is purchased, 991 costs are reported on the DSS-1571 Part II.

781 – Other Non-DSS Reimbursable Service
782 - Other Non-DSS Reimbursable Service
783 - Other Non-DSS Reimbursable Service
784 - Other Non-DSS Reimbursable Service
785 - Other Non-DSS Reimbursable Service
786 - Other Non-DSS Reimbursable Service
787 - Other Non-DSS Reimbursable Service
788 - Other Non-DSS Reimbursable Service
789 - Other Non-DSS Reimbursable Service

VI. LONG-TERM CARE SCREENING PROGRAM

610 – Case Management is assessing client needs and planning care, as well as locating, obtaining, coordinating, and monitoring services to maintain the client's health, safety, and well-being in the community as a part of the State's Long Term Care Screening Program (CAP/DA). The principal components of case management are:

- Assessing the client/family for the program in six functional areas by a team of at least two persons (a social worker and a registered nurse) in the home of the client. The initial part of the assessment may also be conducted while the client is in the hospital or nursing facility if the client/patient is to be discharged within 30 days.
- Developing the Plan of Care, revising the Plan as needed and securing approval of the Plan and all revisions.
- Locating and coordinating sources of help from within the family and community so that the burden of care is not exclusively borne by formal health and social agencies.
- Monitoring the client's situation to assure quality care as well as the continued appropriateness of the services and CAP/DA participation. The monitoring includes reviewing provider documentation and claims; obtaining input from the client, family, physician, caregivers, and providers; and personal observation.
- Coordinating with Medicaid income maintenance staff regarding the client's Medicaid eligibility and the meeting of applicable deductibles. This includes planning with the income maintenance caseworkers, clients, and families/primary caregivers on how deductibles will be met. Conducting the annual reassessment (Continued Need Review) by the registered nurse/social worker team. Discharging the client when CAP/DA is no longer appropriate and assisting the client/family in making other appropriate plans.

VII. FOOD STAMP EMPLOYMENT & TRAINING AND WORKFARE

505 – Assessment And Developing Of Employment And Training means activities to collect information about a client in order to evaluate the client's potential and suitability for Food Stamp Workfare participation. Activities include analyzing the client's work history, personal and medical conditions, educational background, special skills, interests, and attitudes. Activities also include identifying barriers and strengths and supportive services needed in order to enhance the client's program participation and employment goal. Development of the employment and training plan is covered under this definition. Also included are pre-assessment activities such as the review of the case record and informal notes, discussion with other staff members, visits with the individual in his/her home, determination of realistic personal, familial, and employment goals, and discussion of the work program and the rights and responsibilities of the individual (i.e., orientation to the program).

515 – Employment And Developing Of Employment And Training means services provided as part of an individual service plan to enable Food Stamp Workfare participants to secure or maintain paid employment or training leading to such employment. Services include counseling to explore with the individual his current readiness or potential for employment and to assess the feasibility of seeking training or employment in relation to the total needs of the family; providing information about and referral to training programs and possible sources of diagnostic assessment of health, mental health, learning and other limitations that affect involvement in training or employment; counseling and information to encourage and support the individual's employment objectives with respect to such topics as grooming, how to use available resources, employer expectations, and solving work related problems, and arranging for the provision of services needed to remove personal and family barriers to training and stable employment.

For purposes of employment programs, this service includes the following activities which are directed toward alleviating specific barriers to the individuals employment or training plan: providing information about and arranging for day care services for children, family planning, and vocational rehabilitation services, and provision of educational support, home management and maintenance services, health related services and housing and home improvement services.

Also included are payments for essential expenses, other than transportation expenses, required for participation in job preparation activities and/or to meet worksite requirements, e.g., fees for job preparation training, uniforms, shoes, medical exams.

567 – Transportation Services means arranging for or providing transportation as part of a service plan to enable Food Stamp Workfare participants for whom transportation is not otherwise available to have access to medical and health resources, shopping facilities, and other community facilities and resources, and other employment and training opportunities except transportation to access education and training as defined under Employment and Training Services - Education and Training.

580 – Employment Programs Case Management means planning and directing the provision of social services within the constraints of policies and procedures for a Food Stamp Workfare participant. Activities include initial and ongoing assessment of the nature, impact and extent of the individual's current service needs as well as establishment of ways and means to tackle the individual's problem. This includes keeping track of what has been provided and what can be provided in relation to the client's needs. Activities include determination and orchestration of conditions and methods of service delivery, which will best support resolution of the individual's problem(s) and effectively facilitate achievement of the individual's goal. This means assuming the role of prime agent who assures an equitable, consistent, dependable and coordinated flow of services to the client for the duration of work program participation. Activities include establishing separate and joint responsibilities, authorities and tasks among services workers and services agencies involved in the process of helping the individual. Activities also include assisting the individual in making application to other service programs and in gathering sufficient information for a determination of eligibility for services provided under other service programs.

581 – Employment Programs Intake includes all Food Stamp Workfare program staff activities of providing information to individuals who have been referred to or who are inquiring about the program. Intake activities include but are not limited to making an explanation of the program, explaining the advantages and/or disadvantages, and exploring with the individual the appropriateness of his participation. The Intake code may also be used to cover employment program staff activities provided on behalf of former participants. Intake activities may include counseling, assisting individuals in identifying and pursuing other resources for training and employment and follow-up to determine the outcome for clients to whom information and referral service has been provided.

582 – Worksite Development And Management means identifying potential Food Stamp Workfare worksites for the program and securing support and/or commitment for work slots. Included are explaining program policy to worksite sponsors, negotiating a Work Experience Agreement, and monitoring worksites.

583 – Program Development means Food Stamp Workfare staff time spent identifying and developing community resources for job placement and development, education and training, and supportive services. Developing labor market information, educating the public about the program, and posting education, training, worksite, and other opportunities are included in this service.

Special Instructions: It Is not required that an individual must have completed an application for services and have been assigned an eligibility category code in order to receive Intake Services. A SIS ID# is not required on the DSS-4263 for reporting under this code.

590 - Able-Bodied Adults Without Dependents Case Management means planning, directing, or providing social services to an Able-Bodied Adult Without Dependents within the constraints of policies and procedures. Activities include initial and ongoing assessment of the nature of the barriers keeping the individual from becoming employed. This includes keeping track of what has been provided and what can be provided in relationship to the individual's needs. Activities include determination and orchestration of conditions and methods of service delivery, which will best support resolution of the individual's problem(s) and effectively facilitate achievement of the individual's employment goal.

591 - Able-Bodied Adults Without Dependents Work Site (Community Work Experience)

Development, Placement and Management means identifying potential worksites for individuals and securing support and/or commitment for work slots with public and private non-profit agencies. Included are explaining program policies to worksite managers, negotiating an Agreement between the Department of Social Services and worksite agency, placement of individuals, and monitoring work sites.

592 - Able-Bodied Adults Without Dependents Education Development, Placement and

Management means identifying potential education components (e.g., Pathways to Employment, Human Resources Development, Adult High School, General Education Development, Adult Basic Education, etc.) for individuals. Included are advocating for individuals requiring educational opportunities, placement of individuals, and obtaining reports on individual participation and progress.

593 - Able-Bodied Adults Without Dependents Training Development, Placement and

Management means identifying potential training components (e.g., JTPA, N. C. Department of Labor, etc.) for individuals. Included are advocating for individuals requiring training opportunities, placement of individuals, and obtaining reports on individual participation and progress.

VIII. FAMILY SUPPORT/WORK FIRST SERVICES

520 – Work First Information/Referral - Includes providing information about the Work First Program to Work First Family Assistance recipients and the general public. Activities include but are not limited to, providing an explanation of Work First, including employment services, support services available to Work First families, non-custodial parents or former Work First families with income at or below 200% of the poverty level, assistance with child support, and temporary cash assistance, and a general overview of participant and agency responsibilities. Referrals to other programs and resources may also be included.

Also included is time spent identifying and developing community resources for work and work-related activities and supportive services. This includes working with businesses, establishing and supporting local business councils, working with the Faith Community and other non-profit organizations. Faith and community liaisons should generally use this code to record their time.

Activities include explaining program policy to agency providers, developing memoranda of understanding with local agencies, and monitoring feedback. Accessing labor market information, public awareness, posting worksite and employment opportunities are included in this service. General development and negotiation of OJT and Job Development and Job Placement contracts are included in this activity.

If your agency contracts for these services, use this code also.

No client ID is needed. One entry on the DSS-4263 can be used to record total Work First Information/Referral time for the entire day.

521 - Child Care – is the provision of an organized program of activities utilized for the purpose of enabling a Work First participant to participate in activities outlined in the Mutual Responsibility Agreement, when the individual's presence would otherwise be required in the home to care for the child. Food services to provide nutritional meals and snacks and transportation to and from the facility may also be included. Staff who are responsible for arranging Child Care for Work First families may use code **521** to report this service. If the Work First case manager provides this service, it is considered case management.

No client ID is needed.

522 - Case Management Without Eligibility Determination means planning and directing the provision of, and/or directly providing services by Work First staff with case management responsibilities as defined in Work First policies and procedures. These staff do not determine eligibility for Work First Family Assistance. Activities include ongoing evaluation of the individual's current program participation and service needs and appropriate modifications to the Mutual Responsibility Agreement. This also includes providing the appropriate assistance to enable the participant to assume responsibility for identifying and accessing those services necessary to promote successful program participation, and employment. Some services identified as case management include: initial assessment and periodic reassessment of a participant's job readiness, job search, examination of constructive ways to resolve all work-related issues, mutually-developed strategies (by the participant and worker) for self-sufficiency, identification of responsibilities of both the participant and agency in facilitating the completion of the plan; arranging and/or providing transportation, and arranging child/adult care.

Case management activities assist families to independently conduct routine tasks such as recognizing family health needs, utilizing maternal and child health programs, and performing daily household management tasks, which contribute to self-sufficiency.

Development and continuing assessment of the Mutual Responsibility Agreement are considered Case Management functions and should be coded here. This includes, among other things, gathering information through various methods, such as home visits, interviewing, formal testing, and self-assessment instruments. It includes coordination with agency staff and other community resources when appropriate to prevent duplicative assessments. The purchase of diagnostic evaluations to assess an individual's job readiness is an allowable use of funds. Time spent arranging for consultative examinations is considered as case management.

If your agency contracts for this service, code 522 should be reported on the DSS-1571 and a Client ID number is not required.

Special Instructions: One entry on the DSS-4263 is used to record total Case Management time for the entire day.

When a DSS case manager reports Case Management Services on the DSS-4263, no client ID number is needed. One entry on the DSS-4263 is used to record total Case Management time for the entire day.

523 Adult Care – is the provision of an organized program of activities utilized to enable a Work First participant to participate in activities outlined in the Mutual Responsibility Agreement, when the individual's presence would otherwise be required in the home to care for the adult family member. Food services to provide nutritional meals and snacks and transportation to and from the facility may also be included. Staff who are responsible for arranging Adult Care for Work First families may use code **523** to report this service. If the Work First case manager provides this service, it is considered case management.

No client ID is needed.

527 – Education/Training means the costs and expenses required for participation in a vocational or technical skills training program, leading to a specific occupation. Examples of expenses required for participation include tools, fees, supplies, and tuition when funds are not otherwise available (e.g., financial aid). Also included are the costs and expenses required for participation in a high school education program designed to prepare an individual for a high school diploma or equivalency certificate. This also includes basic and remedial education and education in English proficiency for those individuals whose native language is not English. In very limited instances, this could include the costs and expenses required for participation in an institution of higher education that is intended to result in a bachelor's degree.

532 – Work First Transportation Services includes purchasing transportation to enable current recipients of Work First Cash Assistance and their families, for whom transportation is not otherwise available, to access community resources, supportive services, and employment and training opportunities as appropriate to promote successful completion of the activities outlined in the Mutual Responsibility Agreement, and to achieve self-sufficiency. The purchase of childcare transportation, when not included in the child care payment, is to be reported as Work First Transportation Services (Code 532).

Note: Costs for Code 532 are reported on the DSS-1571; client ID numbers are **not** required.

537 – Participation Expenses means payment of expenses when needed to facilitate an individual's participation in approved activities included in the Mutual Responsibility Agreement. These may or may not be component-specific expenses. Some non-component specific expenses may include such expenses as car repairs, licensing fees, and meals and refreshments (as set forth in county policy). Component-specific expenses may include, but are not limited to, CPR training and equipment such as a fire extinguisher for an individual providing child care for someone performing community services; uniforms, tools, and medical exams for someone participating in work experience. This includes one-time work related expenses also.

541 – Transportation Retention Services – means purchasing transportation for families who are not current Work First recipients, have gross income at or below 200% of the federal poverty guidelines, and met the other requirements outlined in Section 118 of the Work First manual. Transportation Retention Services may be provided to former Work First families and to eligible families that have never received Work First. These transportation services are designed to enable families to stay off Work First cash assistance, particularly when the parent is employed. Use this code for transportation that is funded through the local Work First Block Grant. Any agency staff can provide retention services so long as the intent is to keep the parent employed or otherwise assist the family in remaining self-sufficient. All expenditures related to the provision of Retention Transportation Services (e.g. car repairs, insurance, client/volunteer reimbursement, bus tokens, taxis, local coordinated transportation system, car purchases, inspections, etc.) should be reported as Code 541.

This code is applicable only to counties that have chosen to provide services to families with income at or below 200% of poverty and that have submitted a local Work First Plan amendment indicating such.

Note: Code 541 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

Special Instructions: Arranging for “Transportation Retention Services” by a DSS Case Manager should be reported on the DSS-4263 as Case Management Retention Services, Code 558.

542 – Child Care Retention Services means purchasing child care for families that are not current Work First recipients, that have gross income at or below 200% of the federal poverty guideline, and meet the other requirements outlined in Section 118 of the Work First manual. Childcare Retention Services may be provided for former Work First families and to families that have never received Work First. Childcare services are intended to help families remain off Work First cash assistance, particularly when the parent is employed. Use this code for childcare that is funded through the local Work First Block Grant. Any agency staff can provide retention services so long as the intent is to keep the parent employed or otherwise assist the family in remaining self-sufficient.

This code is applicable only to counties that have chosen to provide services to families with income at or below 200% of poverty and that have submitted a local Work First Plan amendment indicating such.

Note: Code 542 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

Special Instructions: Transportation expenditures related to “Child Care Retention Services” should be reported as Code 541.

543 – Other Retention Services means purchasing other services for families who are not current Work First recipients, that have gross income at or below 200% of the federal poverty guideline, and meet the other requirements outlined in Section 118 of the Work First manual. These services are designed to enable families to remain off Work First Family Assistance, particularly when the parent is employed. Any agency staff can provide retention services so long as the intent is to keep the family employed or otherwise assist the family in remaining self-sufficient. Services may include but are not limited to parenting classes, financial counseling, short term training, child and family enrichment services, health insurance, etc.

Note: Code 543 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

544 – On-The-Job-Training means the costs and expenses required for participation in OJT. OJT is an activity in which the participant is hired by a public or private employer, and while engaged in productive work, receives training that provides the knowledge and skills necessary to perform that job. Staff time spent recruiting possible resources or negotiating an OJT slot on behalf of a specific participant is included. Costs may include payment of the employer subsidy. Examples of expenses include tools and other equipment, when not provided by the employer to any employee.

545 – Eligibility means performing the activities required to determine if a family's **income and resources** meet the guidelines to receive Work First and determining the payment amount. These activities are performed at application and ongoing at periodic intervals.

Eligibility activities include collection of information on the family's financial situation at application. Specifically defined, eligibility is the collection of earned and unearned income information such as wages; and collection of information on other resources such as savings accounts.

Eligibility activities for an ongoing case include the re-verification of a family's financial situation at review. This is completed every 6 or 12 months. If a family is subject to quarterly reporting, the processing of the financial information reported on the QR is an eligibility activity. Reacting to financial changes reported by the family is eligibility.

Eligibility **does not** include initial or ongoing evaluation of the individual's participation in employment activities, need for services, or the initial completion of or revisions to the individual's Mutual Responsibility Agreement. Evaluation of the family's living situation is not eligibility. Discussions with families about other agencies or services are not included in the definition of eligibility.

Eligibility **does not** include services defined as case management.

Special Instructions: Use only on the DSS-4263. No EIS Client ID number is required.

546 – Job Development And Placement

(a) **Job Development** is an activity, which involves soliciting job slots and interviews for Work First participants from public and private employers. Staff time spent in Job Development is an allowable cost.

(b) **Job Placement** is an activity, which results in the employment of a Work First participant following the referral of the participant to a potential employer. Staff time spent in Job Placement is an allowable cost.

Special Instructions: No Client ID number is needed for this entry. One entry on the DSS-4263 is used to record total Work First Job Development and Placement time for the entire day.

547 – Job Search / Job Readiness is defined as activities provided to Work First participants on an individual or group basis for the purpose of providing information on job leads; to teach job seeking and job keeping skills such as how to locate job openings; how to effectively use the telephone to contact employers; and how to make contact with the individual directly responsible for hiring. Job Search activities also include participant contact with employers to arrange interviews, the actual interview process, providing feedback to the Work First case manager for other service provider. Expenses required for participation in Job Search and Job Readiness include, but are not limited to, fees and supplies.

Also included are activities and those expenses and costs required for participation in activities that help prepare individuals for work by assuring that participants are familiar with general work place expectations and exhibit work behavior and attitudes necessary to compete successfully in the labor market. Examples of expenses include fees and supplies when required for participation as well as staff time spent conducting these activities or providing activities such as Job Coaching/Mentoring.

548 – Case Management For Non-Custodial Parents Of Work First Children - means planning and directing the provision of, and/or directly providing services by Work First staff with case management responsibilities. Activities include ongoing evaluation of the non-custodial parent's participation in work-related activities and service needs. This also includes providing the appropriate assistance to enable the participant to assume responsibility for identifying and accessing those services necessary to promote employment. Some services identified as case management include: initial assessment and periodic reassessment of a participant's job readiness, job search examination of constructive ways to resolve all work-related issues, mutually-developed strategies for self-sufficiency, arranging and/or providing transportation, and arranging child care.

Development and continuing assessment of a plan for employment are considered Case Management functions and should be coded here. This includes, among other things, gathering information through various methods, such as interviewing, formal testing, and self-assessment instruments. It includes coordination with agency staff and other community resources when appropriate to prevent duplicative assessments. The purchase of diagnostic evaluations to assess and individual's job readiness is an allowable use of funds. Time spent arranging for consultative examinations is considered as case management.

Time spent in job development and placement activities for non-custodial parents is considered Case Management. Also, time spent arranging for mental health or substance abuse services, including arranging for needed support services, is included.

If your agency contracts for this service, report this code on the DSS-1571. **SIS Client ID number is required.**

When a DSS case manager reports Case Management Services on the DSS-4263, a **SIS Client ID number is required.**

549 – Child Care For Non-Custodial Parents Of Work First Children – Includes the provision of an organized program of activities utilized for the purpose of enabling a non-custodial parent to work or participate in activities leading to work when the individual's presence would otherwise be required in home to care for the child. Food services to provide nutritional meals and snacks and transportation to and from the facility may also be included.

Note: Code 549 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

Special Instructions: Code 549 is to be used only for childcare for the Non-Custodial Parent's non-Work First children. Child Care Services for Work First children are reported as Code 521. Time spent arranging for childcare for a non-custodial parent should be reported on the DSS-4263 as Case Management for Non-Custodial Parents of Work First Children, Code 548. Transportation to/from childcare facilities for non-Work First children of non-custodial parents should be reported as Code 569.

551 – Mental Health Services means helping Work First participants to obtain mental health services necessary to enable them to participate in Work First activities as specified in the Personal/Mutual Responsibility Contract. Services will also be available to the participant's family members, if needed, to support the participant's plan. Services include helping families recognize needs, assisting individuals to secure admission to institutions as needed, and referrals to appropriate resources.

Services include the provision of counseling services or therapy to Work First participants and their families for the purpose of resolving emotional conflicts and to enable the participant to reach his/her employment goal. This process involves a professional relationship with a skilled counselor to assist the participant to assess the situation and to identify and implement strategies for resolution.

Special Instructions: If the service is provided by a certified/licensed counselor that is employed by DSS, time spent providing Mental Health Services is to be reported on the DSS-4263 as code 551. If the Work First case manager provides this service, it is considered case management.

552 – Substance Abuse Services means helping Work First participants obtain the substance abuse services necessary to enable them to participate in Work First activities as specified in the Personal/Mutual Responsibility Contract. Services will also be available to the participant's family members, if needed, to support the participant's plan. Services include helping families recognize needs, assisting individuals secure admission to appropriate treatment programs, and referral to appropriate resources. This includes the services leading up to the diagnosis, the cost of the diagnosis, and the cost of treatment to the extent these services are not covered by any other source.

Special Instructions: If the service is provided by a trained Substance Abuse Counselor, employed by DSS, time spent providing this service is to be reported on the DSS-4263 as code 552. If the Work First case manager provides this service, it is considered case management.

553 – Subsidized Employment means the costs and expenses required for participation in subsidized employment. This is an activity in which the individual is hired as an employee when for a specified amount of time, the employer receives an agreed upon amount to subsidize the individual's wage. Staff time spent recruiting possible resources or negotiating a subsidized employment slot on behalf of a specific participant is included. Costs may include payment of the employer subsidy if paid other than through Work First cash assistance, and cost of tools and other equipment, when not provided by the employer to any employee.

554 – Other Supportive Services are all other services provided to assist Work First participants in meeting the conditions of the Mutual Responsibility Agreement as allowed in policy. Allowable services include, but are not limited to: Services provided by qualified paraprofessionals, i.e., in-home aides, and case management support staff, who are trained, equipped, assigned, and supervised by DSS staff to assist in the case management function to maintain and strengthen the family unit. These services include providing assistance with home management tasks, providing transportation, and preparing for participant groups.

Use this code if the staff person performs all or some of the functions described even if the functions are not performed on every case.

Special Instructions: Code 554 requires a client ID when used on the DSS-4263 and coded to Program Code R (TANF 100% Federally Funded). Code 554, when reported on the DSS-1571, requires a client ID.

555 –Other Work – Related Expenses For Non-Custodial Parents Of Work First Children Includes:

- Payment of expenses when needed to facilitate an individual's employment or participation in approved activities. Some expenses may include licensing fees, meals and refreshments (as set forth in county policy); CPR training and equipment such as a fire extinguisher for an individual providing child care for someone performing community service; uniforms, tools, and medical exams for someone participating in work experience. This also includes one-time work related expenses.
- Cost of and expenses for participation in OJT. OJT is an activity in which the participant is hired by a public or private employer, and while engaged in productive work, receives training that provides the knowledge and skills necessary to perform that job. Costs may include payment of the employer subsidy. Examples of expenses include tools and other equipment, when not provided by the employer to any other employee.

Special Instructions: Staff time spent recruiting possible resources or negotiating an OJT slot on behalf of a specific participant should be reported on the DSS-4263 as Case Management for Non-Custodial Parents of Work First Children, Code 548.

- Cost of and expenses required for participation in subsidized employment. This is an activity in which the individual is hired as an employee when for a specified amount of time, the employer receives an agreed upon amount to subsidize the individual's wage. Costs may include payment of the employer subsidy, and cost of tools and other equipment, when not provided by the employer to any other employee.

Special Instructions: Staff time spent recruiting possible resources or negotiating a subsidized employment slot on behalf of a specific participant should be reported on the DSS-4263 as Case Management for Non-Custodial Parents of Work First Children, Code 548.

- All other services provided to assist non-custodial parents in going to work. Allowable services include, but are not limited to: Services provided by qualified paraprofessionals, i.e., in-home aides, and case management support staff who are trained, equipped, assigned, and supervised by DSS staff to assist in the case management function to maintain and strengthen the family unit. These services include providing assistance with home management tasks and preparing for participant groups.
- Services leading up to a mental health or substance abuse diagnosis, the cost of the diagnosis, and the cost of treatment to the extent these services are not covered by any other source.

557 – Fraud Activities means activities performed by program integrity staff to identify fraudulent activities, investigate fraud allegations, refer for prosecution, assist the prosecutor in his duties, or conducting disqualification hearings for Work First or former AFDC cases. Also included are activities related to collection of overpayments, including setting up repayment agreements, enforcing repayment agreements, facilitating federal and State tax debt set-off for Work First.

Special Instructions: No client ID number is needed for this entry. One entry on the DSS-4263 is used to record total fraud activity time for the entire day.

558 – Case Management Retention Services means planning and directing the provision of, and/or directly providing services by Work First Staff with case management responsibilities. Activities include ongoing evaluation of the family's participation in activities and services needs. These services are designed to enable families to remain off Work First Family Assistance, particularly when the parent is employed. Use this code when providing this service to families that do not receive Work First and have gross income at or below 200% of the federal poverty guideline. Case Management Retention Services may be provided to be former Work First families and to families that have never received Work First. These services may include specific strategies, such as job coaching, crisis identification and management (e.g., car breaks down, baby-sitter is sick), referral to Employee Assistance Program services, referrals to other agencies or organizations, etc. Any agency staff can provide retention services so long as the intent is to keep the family employed or otherwise assist the family in remaining self-sufficient.

Note: This code is not to be used to report time spent on Transitional Medicaid cases, unless the time is specifically spent on the described activities.

Special Instructions: When Case Management Retention Services are reported by a DSS case manager on the DSS-4263, a **SIS client ID number** is required.

559 – Work First Functional Assessments - include purchasing *Functional Evaluations (FE)* services that document a person's ability to work or *Vocational Assessments (VA)* to assess an individual's abilities, skills, interests and readiness for employment. Functional Assessments can be performed from a physical, medical, behavioral or psychological perspective. Specific services may include, but are not limited to, academic testing, observation, interviewing, dexterity testing, motor skills testing and job placement.

Special Instructions: Worker time spent arranging for FE/VA and participating in activities related to FE/VA should be coded as either 522 - Case Management Without Eligibility Determination, 548 – Case Management For Non-Custodial Parents Of Work First Children or 558 – Case Management Retention Services, as appropriate for the individual being served.

Note: Service Code 559 should be reported on the DSS-1571 Part IV only and client ID numbers are required.

561 - Child And Family Enrichment Services include services and activities that enhance parents' and children's ability to become self-sufficient, properly care for children, and enhance school performance and behavior, self-esteem and leadership skills, and family relationships. The services do not have to be solely and directly related to employment, but must be provided to protect, support, and/or enhance the lives and futures of the parents/caretakers and children involved. The services should be related to helping families and children transition from welfare to self-sufficiency. Examples of such services include, but are not limited to, after-school mentoring and tutoring, parenting skills, summer enrichment programs such as specially designed 4H camp enrichment programs, and family counseling services. Services will primarily be purchased services but could be provided by an agency staff member responsible for providing such services. These services may be provided for current Work First cash assistance families as well as families that are not current Work First recipients but have gross income at or below 200% of the federal poverty guideline and meet the other requirements outlined in Section 118 of the Work First manual

No client ID is required for this service code.

562 – Pregnancy Prevention Services - means pre-pregnancy family planning services. Invasive procedures and procedures aimed at termination of a pregnancy are not allowed. Allowable services include, but are not limited to: provision of contraceptives and associated education and/or training on their use, community or group education, videos and other materials aimed at family planning, counseling activities directed at teen pregnancy, etc. These services may be provided without regard to income.

Note: When this time is reported on the Worker Daily Report of Services to Client (DSS-4263), the Client ID must be entered. When reported on the DSS-1571, no client ID is required.

563 – ARRA Subsidized Employment means employment in which the employer is partially or wholly reimbursed for gross wages using federal TANF dollars through the Emergency Fund. Employment may be in the public and private sector, as long as a contract is in place with all third-party employers. Subsidized employees must be TANF eligible in order to qualify for these services. Under the Emergency Fund, reimbursable costs are limited to the actual gross wage subsidy. These funds must be used to accomplish one of the four TANF purposes.

Note: When used on the DSS-4263 and DSS-1571 Part IV to report services to clients, Code 563 requires the use of client ID numbers. Certain administrative costs may be reported on the DSS-1571 Part II (no client ID required).

Special Instructions: Only individuals employed as subsidized employees by the local DSS may use Service Code 563 on the DSS-4263. Non-subsidized staff time spent recruiting possible resources or negotiating a subsidized employment slot on behalf of a specific participant should be coded as regular Subsidized Employment Services (Service Code 553.)

566 – Individual Development Accounts Counties may contribute matching funds to the Individual Development Accounts of TANF eligible families. IDAs, to which recipients make a contribution from their earned income, enable them to save for ``big ticket" items, such as a home, or a college education or to start a business. Any expenditure related to the operation of an IDA program must also be reported as an Individual Development Account expense.

Note: Code 566 should be reported on the DSS-1571 and client ID numbers are required.

Special Instructions: Staff time spent coordinating/arranging for Individual Development Accounts is to be reported on the DSS-4263 as Case Management Without Eligibility Determination, Code 522.

569 – Non-Custodial Parents - Transportation – Includes purchasing transportation to enable eligible non-custodial parents (See Section 118 of the Work First manual) for whom transportation is not otherwise available, to access community resources, supportive services, and employment and training opportunities as appropriate to facilitate employment. All expenditures related to the provision of transportation services for a non-custodial parent (e.g. car repairs, insurance, client/volunteer reimbursement, bus tokens, taxis, local coordinated transportation system, car purchases, inspections, etc.) should be reported as Code 569. The purchase of childcare transportation, for children when not included in the child care payment, is to be reported here.

Note: Code 569 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

Special Instructions: Staff time spent coordinating/arranging for the purchase of transportation services for non-custodial parents is to be reported on the DSS-4263 as Non-Custodial Parents-Case Management Services, Code 548.

570 – Job Access Transportation Services – Non-Custodial means (Federal) TANF expenditures for transportation services that are used to meet the cost sharing (match) requirements for the “Job Access and Reverse Commute Grant Program.” Job Access funds may be used to support the development of employment transportation services for current Work First recipients as well as families that are not current Work First recipients but have gross income at or below 200% of the federal poverty guideline and meet the other requirements outlined in Section 118 of the Work First manual, and eligible non-custodial parents (See Section 118 of the Work First manual). **Code 570 is used to report (Federal) TANF expenditures made on behalf of non-custodial parents only.**

Note: Code 570 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

Special Instructions: Staff time spent coordinating/arranging for the purchase of Job Access transportation services is to be reported on the DSS-4263 as Non-Custodial Parents-Case Management Services Code 548.

571 – Job Access Transportation Services – Current Work First Recipients means (Federal) TANF expenditures for transportation services that are used to meet the cost sharing (match) requirements for the “Job Access and Reverse Commute Grant Program.” Job Access funds may be used to support the development of employment transportation services for current Work First recipients as well as families that are not current Work First recipients but have gross income at or below 200% of the federal poverty guideline and meet the other requirements outlined in Section 118 of the Work First manual and eligible non-custodial parents (See Section 118 of the Work First manual). **Code 571 is used to report (Federal) TANF expenditures made on behalf of current Work First recipients only.**

Note: Code 571 should be reported on the DSS-1571 and client ID numbers are required.

Special Instructions: Staff time spent coordinating/arranging for the purchase of Job Access transportation services is to be reported on the DSS-4263 as Work First Case Management, Code 522.

572 – Job Access Transportation Services – “Other Recipients” means (Federal) TANF expenditures for transportation services that are used to meet the cost sharing (match) requirements for the “Job Access and Reverse Commute Grant Program.” Job Access funds may be used to support the development of employment transportation services for current Work First recipients as well as families that are not current Work First recipients but have gross income at or below 200% of the federal poverty guideline and meet the other requirements outlined in Section 118 of the Work First manual, and eligible non-custodial parents (See Section 118 of the Work First manual). **Code 572 is used to report (Federal) TANF expenditures made on behalf of former Work First recipients that have received welfare assistance within the past three years and other individuals whose family incomes are at or below 200% of the federal poverty level.** (Do not use Code 572 to report (Federal) TANF expenditures made on behalf of non-custodial parents or current Work First recipients.)

Note: Code 572 should be reported on the DSS-1571 and **SIS client ID numbers** are required.

Special Instructions: Staff time spent coordinating/arranging for the purchase of Job Access transportation services for former Work First recipients and other individuals whose family incomes are at or below 200% of the federal poverty level is to be reported on the DSS-4263 as Case Management Retention Services, Code 558. SIS client ID numbers are required.

573 – Medical Insurance Premiums means payment of medical insurance premiums for Work First eligible families and or children, including the NC Health Choice for Children Program. Allowable expenditures may include full or partial payment of the medical insurance premium or full or partial subsidy of family medical insurance available through an employer. Counties may consider subsidizing employment related medical insurance for a limited period of time possibly with a decreasing subsidy over time. Families eligible for help with medical insurance premiums must be Work First cash assistance recipients or families with income at or below 200% of the federal poverty level who meet all eligibility requirements for that group.

Medical insurance premiums are limited to MOE funds because there is a federal prohibition against funding medical services with federal TANF funds. The federal interpretation is that medical insurance premiums are a medical service.

Special Instructions: For families that do not receive a monthly Work First check, a case must be opened in SIS. An EIS or SIS ID is required.

574 – Housing Subsidies That Do Not Meet Federal Definition of “Assistance” means rental or mortgage subsidies that are provided for fewer than 4 months, including emergency housing assistance. Families eligible for these housing subsidies must be Work First Family Assistance recipients or families with income at or below 200% of the federal poverty level who meet all eligibility requirements for that group.

For all counties, housing subsidies are funded solely with MOE funds (Program Code 9).

Special Instructions: For families that do not receive a monthly Work First check, a case must be opened in SIS. An EIS or SIS ID is required (on the DSS-1571 Part IV).

575 – Work First Housing Expenditures – Other Than Housing Subsidies means any costs, other than subsidies, used to provide housing assistance to eligible families. This may include costs such as, staff time for a housing coordinator, housing/financial counseling, costs associated with operation of the Work First Housing pilots, and contracts with non-profits to provide housing assistance. Since no housing subsidies are involved, funding may be either federal or MOE.

Special Instructions: For families that do not receive a monthly Work First check, a case must be opened in SIS. An EIS or SIS ID is required (on the DSS-4263).

576 – Housing Subsidies That Meet Federal Definition Of “Assistance” means rental or mortgage subsidies that meet the federal definition of assistance. A detailed description of the federal definition of assistance can be found in Section 102 of the Work First Manual. However, in general terms related to rental or mortgage subsidies, it is subsidy payments that are provided for more than 4 months. Families eligible for these housing subsidies must be Work First Family Assistance recipients.

For all counties, housing subsidies are funded solely with MOE funds (Program Code 9).

Special Instructions: An EIS ID is required (on the DSS-1571 Part IV).