Department of Health and Human Services

Division of Vocational Rehabilitation Services

Policy Transmittals

Independent Living Services Program

Effective Date: July 1, 2010

Revision Date: August 1, 2020

Volume VIII Policy Transmittals

Click on the links below to view the corresponding transmittal

Year Issued: 2010

#2010-01 - Introducing Casework and Service Delivery Policy

Year Issued: 2011

#2011-01 - Volume VIII Terminology Change

Year Issued: 2012

#2012-01 - Two New Sub-sections added to Section 3-7

#2012-02 - Revision to 3-8-3: Comparable Benefits

#2012-03 - Revision to 3-8-3: Comparable Benefits

#2012-04 - Revision to 2-10-1: Residence Modifications

#2012-05 - Revision to 2-11: Personal Assistance Services

#2012-06 - Interim Policy and Procedure Directive #1-2012: DPP as a Comparable Benefit

#2012-07 - Interim Policy and Procedure Directive #2-2012: MFP and Deinstitutionalization

Year Issued: 2013

#2013-01 - Interim Policy and Procedure Directive #1-2013: Staff Use of Social Media

#2013-02 - Interim Policy and Procedure Directive #2-2013: 1281 Budget Suspension

#2013-03 - Revised Sections 1-13: VR/IL Concurrent Records of Services and 2-11: Personal Assistance Services

#2013-04 - Revisions to Volume VIII

#2013-05 - Revisions to Volume VIII Appendix

#2013-06 - Revisions to Volume VIII

Year Issued: 2014

#2014-01 - Interim Policy and Procedure Directive #1-2014: Durable Medical Equipment and Supplies for IL

#2014-02 - Revisions to Volume VIII

#2014-03 - Revisions to Volume VIII: BEAM Updates

#2014-04 - Interim Policy and Procedure Directive #2-2014: Excess Income "Workaround" in BEAM

#2014-05 - Interim Policy and Procedure Directive #3-2014: BEAM Service Structure and Service Selection

#2014-06 – Revisions to Volume VIII: Section 2-3: IL Equipment

#2014-07 – Revisions to Volume VIII

#2014-08 – Interim Policy and Procedure Directive #4-2014: Documents to be Signed and Retained in the Case Record

Year Issued: 2015

#2015-01 – Revisions to Volume VIII

#2015-02 – Revisions to Volume VIII

#2015-03 – Interim Policy and Procedure Directive #1-2015: MFP Presumptive Eligibility

#2015-04 – Revisions to Volume VIII

#2015-05 – Interim Policy and Procedure Directive #2-2015: Changes to Paper-Based Financial Needs Survey (FNS) and Completion of the Electronic FNS

#2015-06 – Revisions to Volume VIII

#2015-07 – Revisions to Volume VIII

#2015-08 – Revisions to Volume VIII

#2015-09 – Revisions to Volume VIII

Year Issued: 2016

#2016-01 – Revisions to Volume VIII

#2016-02 – Revisions to Volume VIII

#2016-03 – Interim Policy and Procedure Directive #2-2016: Voter Registration

#2016-04 – Revisions to Volume VIII

#2016-05 – Revisions to Volume VIII

#2016-06 – Interim Policy and Procedure Directive #4-2016: Money Follows the Person (MFP) Presumptive Eligibility

#2016-07 – Revisions to Volume VIII

#2016-08 – Revisions to Volume VIII

Year Issued: 2017

#2017-01 – Revisions to Volume VIII

#2017-02 – Revisions to Volume VIII

#2017-03 – Revisions to Volume VIII

#2017-04 – Revisions to Volume VIII

#2017-05 – Revisions to Volume VIII

#2017-06 – Revisions to Volume VIII

Year Issued: 2018

#2018-01 – Revisions to Volume VIII

#2018-02 – Revisions to Volume VIII

#2018-03 – Revisions to Volume VIII

#2018-04 – Revisions to Volume VIII

#2018-05 – Revisions to Volume VIII

Year Issued: 2019

#2019-01 – Revisions to Volume VIII

#2019-02 – Revisions to Volume VIII

#2019-03 – Revisions to Volume VIII

#2019-04 – Revisions to Volume VIII

Year Issued: 2020

#2020-01 – Revisions to Volume VIII

#2020-02 – Revisions to Volume VIII

#2020-03 – Revisions to Volume VIII

#2020-04 – Revisions to Volume VIII

#2020-05 – Revisions to Volume VIII

#2020-06 – Revisions to Volume VIII

#2020-07 – **Revisions to Volume VIII**

#2020-08 – **Revisions to Volume VIII**

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Mac Britt – Chief of Policy

Date: July 1, 2010

Re: **Introducing Volume VIII – Casework and Service Delivery Policy for the Independent Living Rehabilitation Program**

VOLUME VIII TRANSMITTAL #1-2010

This transmittal is to introduce the Volume VIII policy manual. In order to create this manual, the IL policies currently found in the Volume I policy manual have been copied to the Volume VIII policy manual, and select policies have then been revised. The Volume I policy manual will be revised in the future to remove IL policies completely. At that time, the Volume I policy manual will become the Casework and Service Delivery Policy for the Vocational Rehabilitation Program only. All policies stated in the Volume VIII are effective July 1, 2010 and replace Independent Living Rehabilitation Program policy and procedural information issued for Volume I prior to this date. Subsequent revisions of Volume VIII will have a revision date. Unless otherwise specified, all policies relate to the Independent Living Rehabilitation Program.

The Volume VIII is divided into chapters, sections, and subsections. Each chapter, section, and subsection is numbered to provide for easy location of specific topics. An Appendix is provided which gives the reader general information and guidance on topics supporting the rehabilitation process. A Table of Contents and an Index identifying the location of each topic is also provided. The Table of Contents entries are hyperlinked to the corresponding chapters, sections, subsections, and appendix entries. Users can relocate to the desired chapter, section, or subsection by mouse clicking on the corresponding page number next to the table of contents entry desired.

IL Counselors received training on the content revisions associated with the release of this manual during the month of June 2010. Therefore, the numerous revisions to policies resulting from the shift from Volume I to Volume VIII will not be summarized here. The need for a few additional revisions to the manual content was identified during the training sessions. Edits which have

resulted from feedback during training sessions are summarized below. Additional edits may be released in the near future.

1. **Reference:** **Subsection 2-12-1: Chiropractic Services**

Effective Date: July 1, 2010

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This policy was inadvertently omitted from the manual prior to the training of the policies.

2. **Reference:** **Appendix Entry – Durable Medical Equipment: Purchase Procedures**

Effective Date: July 1, 2010

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This flowchart accompanies the content included in Section 2-3-8: Procedures to Purchase Durable Medical Equipment. The flowchart is intended to provide a visual representation of the purchase process.

3. **Reference:** **Subsection 2-3-7: Telecommunicative Devices**
Subsection 2-12-2: Hearing Aids

Effective Date: July 1, 2010

New/Revised: New

Table of Contents Change: No

Index Change: Yes

Comments: References to the Telecommunication Equipment Distribution Program (TEDP) have been revised to reflect the current name of this program, the Equipment Distribution Service (EDS).

4. **Reference:** **Subsection 2-12-2: Hearing Aids**

Effective Date: July 1, 2010

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This policy was inadvertently omitted from the manual prior to the training of the policies.

5. **Reference:** **Section 2-10: Modifications**

Effective Date: July 1, 2010

New/Revised: New

Table of Contents Change: No

Index Change: No

Comments: The description of Form DVR-7001, *Vehicle Inspection Sheet,* was revised to reflect that the form must be completed by an ASE Certified Mechanic.

6. **Reference:** **Subsection 6-3-1: Closure Standards**

Effective Date: July 1, 2010

New/Revised: New

Table of Contents Change: No

Index Change: No

Comments: The sentence, "This status is used when a client's record is closed after the client has been determined eligible, but prior to

the development and **implementation** of the IPIL." is being revised to read, "This status is used when a client's record is closed after the client has been determined eligible, but prior to the development and **initiation** of the IPIL."

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: September 19, 2011

Re: **Volume VIII – Terminology Change**

TRANSMITTAL #2011-01

Section or Subsection	**Comments On Revisions Effective Immediately**
Mental Retardation (Appendix) Table of Contents Change: Yes Index Change: Yes	All references of 'Mental Retardation' have been changed to 'Intellectual Disability' in accordence with Rosa's Law

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: March 19, 2012

Re: **Two new sub-sections added to Section 3-7 Priority of Services: 3-7-2 Employment Priority and 3-7-3 Utilization of Resources**

TRANSMITTAL #2012-01

Section or Sub-Section	Comments on Revisions - Effective 4-1-2012
3-7-2: Employment Priority Table of Contents Change: Yes Index Change: Yes	This is a new sub-section added to ensure that VR clients who need personal assistance services to maintain employment when the VR case is scheduled to close are considered a high priority.
3-7-3: Utilization of Resources Table of Contents Change: Yes Index Change: Yes	This is a new sub-section added to ensure that staff resources, time and funding are prioritized to assure that the highest priorities in the priority of service categories are served first.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: March 19, 2012

Re: **Revision to 3-8-3: Comparable Benefits**

TRANSMITTAL #2012-02

Section or Sub-Section	Comments on Revisions - Effective 4-1-2012
3-8-3: Comparable Benefits Table of Contents Change: No Index Change: Yes	Three comparable benefits are added to the policy: 1. Money Follows the Person (MFP) 2. NC Housing Finance Agency which offers the Displacement Prevention Program (DPP) and the Urgent Repair Program. 3. Veterans Affairs

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090
Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary
Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: May 22, 2012

Re: **Revision to 3-8-3 Comparable Benefits**

TRANSMITTAL #2012-03

Section or Sub-Section	Comments on Revisions - Effective 6-1-2012
3-8-3 Comparable Benefits Table of Contents Change: No Index Change: No	The content under the subheading *"NC Housing Finance Agency"* has been revised to clarify that DPP funds must be used prior to using MFP funds.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090
Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary
Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: May 22, 2012

Re: **Revisions to 2-10-1: Residence Modifications**

TRANSMITTAL #2012-04

Section or Sub-Section	Comments on Revisions - Effective 6-1-2012
Addition of a Cross-Reference to 2-10-1: Residence Modifications	Staff are directed to **3-8-3: Comparable Benefits** as a cross reference
2-10-1: Residence Modifications Table of Contents Change: No Index Change: No	Under the subheading Division Maximum Rates for Residence Modifications - Per Client, clarification is made that the $12,000 limit pertains to the Division's State appropriated case expenditures per client per lifetime.
2-10-1: Residence Modifications Table of Contents Change: No Index Change: No	Clarification is provided regarding requests for exception that may be made to the Chief of Policy for individual projects estimated to cost above the specific type of modification limit, and the manner in which exceptions are to be applied.

2-10-1: Residence Modifications Table of Contents Change: No Index Change: No	Policy is clarified to address situations wherein the Division receives reimbursement by a third party towards the cost of a residence modification. In these situations, the amount of the third party contribution shall be deducted from the cost of the modification to the Division and to the lifetime cap of $12,000 of Division State appropriated case expenditures per client.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: August 01, 2012

Re: Revision to **Section 2-11: Personal Assistance Services**

TRANSMITTAL #2012-05

The policy is revised to address usage of the fiscal agent in processing payroll and taxes for clients served by the IL program. These revisions will become effective August 15, 2012. The revised/new personal assistance forms will be posted on the DVRS Intranet by the effective date of this policy.

The significant changes to **Section 2-11: Personal Assistance Services** are as follows:

- The types of services that are not considered personal assistance services are specified.
- Form numbers are removed since DVR forms will not have numbers when BEAM is implemented.
- Remove **Form 0116** from 2-11-1 since personal assistance services are not subject to financial need for VR clients.
- The client will be required to use the Division's contract fiscal agent. The fiscal agent will process payroll and pay the personal assistant directly, pay the employer related taxes, conduct a criminal background check on

each personal assistant, and provide worker's compensation insurance coverage to the client.

- The client shall utilize the criminal background check information provided by the Division's contract fiscal agent when determining if the personal assistant will be hired.

- The evaluator (registered nurse, physical therapist, or occupational therapist) shall observe the client perform the activities of daily living to complete the Division's evaluation form. The evaluator shall not determine the number of hours that the Division will sponsor.

- The counselor in consultation with the client will determine the number of hours that are being requested for the Division to sponsor based on the evaluation and complete the *"Personal Assistance Service Needs Check List."* The Division shall only pay for services which are specified on the Division's *"Personal Assistance Service Needs Check List".*

- The Division shall not sponsor personal assistance services unless all of the hours as recommended on the evaluation are covered by all paid service providers and in-kind providers (family, friends and volunteers).

- An updated evaluation by a registered nurse, physical therapist, or occupational therapist is required only when there are significant changes in the client's functional capacity and subsequent need(s).

- A telephone contact and face-to-face visit will be alternated throughout the calendar year such that the client receives contact twice a year either by phone or in person.

- Clients who are required to contribute towards the cost of their personal assistance service due to excess income shall include on the timesheet both the number of hours that the Division will sponsor and the number of hours that the client is required to contribute towards the cost of their personal assistance service. The IL client shall submit the timesheet to the Division's fiscal agent as specified on the payroll calendar and provide a check to their IL counselor for the amount that the client is required to contribute. The client shall make the check payable to DVRS. The Division's fiscal agent shall pay the personal assistant for both the number of hours that the Division will sponsor and the number of hours that the client is required to contribute towards the cost of their personal assistance service.

- In the rare situation when an IL client temporarily contracts with a home health agency for personal assistance services, the Division shall authorize payment directly to the vendor.

- The counselor will provide the Division's contract fiscal agent with the completed DVR Forms: *Personal Assistance Services and Reimbursement Agreement,* the *Personal Assistance Service Needs*

Check List and the *Client Information Sheet.* The fiscal agent will calculate the authorization amount and provide this information to the counselor within three days of receiving the *Client Information Sheet*. The counselor will issue the authorization and provide the authorization to the fiscal agent within three days of receiving the authorization amount from the fiscal agent.

- For clients who are required to contribute towards their personal assistance service due to excess income, the counselor shall provide the Division's contract fiscal agent with the annual amount that the client is required to contribute and the approved hourly rate for paying their personal assistant(s) on the *Client Information Sheet.* The fiscal agent shall calculate the number of hours that the client is required to contribute per week based on the hourly rate and the federal/state taxes. The fiscal agent shall provide the number of hours per week and the semi-monthly amount that the client is required to contribute towards the cost of their personal assistance service to the counselor within three days of receiving the *Client Information Sheet.*

- If the hourly rate or number of hours is increased (after the Assistant Regional Director approval) prior to the expiration date of the authorization, the counselor will provide the Division's contract fiscal agent with the new DVR Form *Personal Assistance Services and Reimbursement Agreement* and service dates. The fiscal agent will calculate the new authorization amount and provide this information to the counselor within three days of receiving the client information from the counselor. The counselor will issue a new authorization and provide the new authorization to the fiscal agent within three days of receiving the authorization amount from the fiscal agent.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: September 18, 2012

Re: **New Policy Directive for Volume VIII – Interim Policy and Procedure Directive #1-2012 – Displacement Prevention Partnership (DPP) as a Comparable Benefit**

TRANSMITTAL #2012-06

The Division has determined that the Displacement Prevention Partnership (DPP) is a comparable benefit for IL home modification services. This is a new policy directive that provides guidelines for how IL staff are to access this comparable benefit. Special provisions for extenuating circumstances on the **DVR-O116 Financial Statement** are covered. Other requirements such as the DPP Promissory Note, definition of a qualified home, and funding limits are covered. This Policy Directive becomes effective October 01, 2012.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services
Voice (919) 855-3500 • TDD (919) 855-3579 • Fax (919) 733-7968 • Toll Free (800) 689-9090

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Linda S. Harrington, Director

LOCATION:
805 Ruggles Drive
Raleigh, NC 27603

MAILING ADDRESS:
2801 Mail Service Center
Raleigh, NC 27699-2801
Courier # 56-20-07

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: September 18, 2012

Re: **New Policy Directive for Volume VIII – Interim Policy and Procedure Directive #2-2012 – Money Follows the Person (MFP) and Deinstitutionalization**

TRANSMITTAL #2012-07

Money Follows the Person (MFP) is a state demonstration project funded by Medicaid that supports Medicaid-eligible North Carolinians to have greater choice about where they receive long-term services and supports. DVRS' Independent Living Program has been identified as the MFP lead agency for individuals with physical disabilities who are under 65 years old. As lead agency, this means these referrals will be directed to IL first. This is a new policy directive that provides the guidelines for IL staff in reviewing referrals from MFP, guidelines for providing MFP services, and the specific IL casework process for addressing MFP referrals. This Policy Directive becomes effective October 01, 2012.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Linda S. Harrington
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **February 25, 2013**

Re: **Interim Policy and Procedure Directive #1-2013: Staff Use of Social Media**

TRANSMITTAL #2013-01

The purpose of this Directive is to address the use of Social Media and Social Networking Sites by Division staff, specifically communications with active consumers of the Division. This Directive was developed in accordance with the broader DHHS Policy on Social Networking/ Social Media Sites and with the Division's policy on Confidentiality of Client Information (Volume I and VIII) and is effective immediately.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **June 13, 2013**

Re: **Interim Policy and Procedure Directive #2-2013:**
1281 Budget Suspension

TRANSMITTAL #2013-02

The purpose of this Directive is to notify staff regarding the suspension of the 1281 budget effective July 1, 2013. Procedures for handing current authorizations and invoices are provided. The Directive also provides guidelines for authorizing future VR/IL Concurrent Cases.

Reference: 1-13 VR/IL Concurrent Records of Service; 2-11 Personal Assistance Services

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **June 13, 2013**

Re: **Revised Sections 1-13: VR/IL Concurrent Records of Service and 2-11 Personal Assistance Services**

TRANSMITTAL #2013-03

Section or Subsection	Comments on revisions to be effective July 1, 2013
Section: 1-13: VR/IL Concurrent Records of Service Table of contents change: No Index change: No	Policy is revised to explain in greater detail the responsibilities of the VR and IL counselor in concurrent records of service. Also, the revised policy removes the reference to the 1281 budget since this budget has been suspended.
Section: 2-11: Personal Assistance Services Table of contents change: No Index change: No	

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: July 1, 2013

Re: **Revisions to Volume VIII**

TRANSMITTAL #2013-04

Section or Subsection	Comments on Revisions (Eff. Immediately)
Subsection: 1-2-2: Responsibilities of the Transferring Counselor Table of Contents Change: No Index Change: No	Clarification of policy
Subsection: 1-2-3: Responsibilities of the Receiving Counselor Table of Contents Change: No Index Change: No	Clarification of policy
Section: 1-4: Client Assistance Program Table of Contents Change: No Index Change: No	Clarification on signed consent
Subsection: 1-8-3: Residence Table of Contents Change: No Index Change: No	Clarification of policy regarding services provided by two States

Section or Subsection	**Comments on Revisions (Eff. Immediately)**
Section: 2-10: Modifications Table of Contents Change: No Index Change: No	Clarification of policy regarding DMV Reviews (Definitions section)
Subsection: 2-10-1: Residence Modifications Table of Contents Change: No Index Change: No	Added cross reference to Appendix Entry: Residence Modification General Guidelines
Subsection: 3-8-1: Financial Statement Table of Contents Change: No Index Change: No	Under *Services Subject to Financial Need,* added a reference to Financial Needs Worksheet A

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: July 1, 2013

Re: **Revisions to Volume VIII Appendix**

TRANSMITTAL #2013-05

Appendix Entry	Comments on Revisions (Eff. Immediately)
Rehabilitation Counselor II (RCII) Process Table of Contents Change: Yes Index Change: Yes	Omitted by mistake
Residence Modification General Guidelines Table of Contents Change: Yes Index Change: Yes	Omitted by mistake

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **November 15, 2013**

Re: Revisions to Volume VIII

TRANSMITTAL #2013-06

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-17: Medical Consultation Table of Contents Change: No Index Change: No	Removes references to Unit Medical consultant
2-3-7: Telecommunicative Devices Table of Contents Change: No Index Change: No	Explains that EDS is not a comparable benefit for Telecommunicative devices
2-12-2: Hearing Aids Table of Contents Change: No Index Change: No	Explains that EDS is not a comparable benefit for hearing aids
Appendix Item: Learning Disability Table of Contents Change: No Index Change: No	Clarifies "Broad Written Language" used as part of eligibility decisions

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **April 24, 2014**

Re: **Interim Policy and Procedure Directive #1-2014:**
Durable Medical Equipment and Supplies for IL

TRANSMITTAL #2014-01

This directive describes new procedures for the purchase of durable medical equipment and replaces material currently found under **2-3-8: Procedures to Purchase Durable Medical Equipment.** At BEAM go-live, this directive will be replaced by permanent policy on purchase of DME that will contain guidance and procedures that are specific to the BEAM RFQ process. This directive is effective immediately.

www.ncdhhs.gov • www.ncdhhs.gov/dvrs
Voice 919- 855-3500 • Fax 919-733-7968 • TDD 919-855-3579 • Toll Free 800-689-9090
Location: Haywood Building • 805 Ruggles Drive • Raleigh, NC
Mailing Address: 2801 Mail Service Center • Raleigh, NC 27699-2801
An Equal Opportunity/Affirmative Action Employer

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **April 24, 2014**

Re: Revisions to Volume VIII

TRANSMITTAL #2014-02

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-2-1: Substantial Services Table of Contents Change: Yes Index Change: Yes	This new section defines substantial services for the IL program.
Subsection 2-2-2: Major Independent Living Services Table of Contents Change: Yes Index Change: Yes	This new section defines major independent living services.
Subsection 2-2-3: Timeliness of Services Table of Contents Change: Yes Index Change: No	Subsection number change from 2-2-1
Subsection 2-2-4: Policy Exceptions Table of Contents Change: Yes Index Change: No	Subsection number change from 2-2-2

Section/Subsection or Appendix Item	Comments on Revisions
<u>Subsection 2-11-2: Independent Living Program</u> Table of Contents Change: No Index Change: No	The Division no longer requires obtaining existing records from CAP-DA, Division of Aging and Adult Services or DMA for the purpose of a personal assistance evaluation. Clarification is provided for priority category 2 for PAS.
<u>Section 2-14: Rehabilitation Technology</u> Table of Contents Change: Yes Index Change: Yes	Clarification is provided for the definition of Rehabilitation Technology.
<u>Subsection 2-14-1: Rehabilitation Engineering</u> Table of Contents Change: Yes Index Change: No	Subsection number change.
<u>Appendix Item: DSM-5</u> Table of Contents Change: Yes Index Change: Yes	Highlights of changes from DSM-IV-TR to DSM-5

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: June 27, 2014

Re: Revisions to Volume VIII: BEAM Updates

TRANSMITTAL #2014-03

Effective: July 1, 2014

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-11 Case Service Authorizations Table of Contents Change: No Index Change: Yes	Defines pre-planned, planned and authorizations to client
Section 1-12 Invoice Processing Table of Contents Change: Yes Index Change: No	Explains that overpayments are now called authorization adjustments. Supervisor approval is needed when the amount billed is 10% or more of the initially authorized amount.
Section 1-13 VR/IL Concurrent Records of Service Table of Contents Change: No Index Change: Yes	Policy is revised to correspond with changes in form names and to identify "Information & Referral" as the planned service to be selected in concurrent records of service.
Section 1-14 Client Signatures Table of Contents Change: No Index Change: No	Explains the use of electronic signatures

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-15 Imprest Cash Table of Contents Change: No Index Change: No	Clarifies procedures for utilizing imprest cash
Section 1-19 Supervisor Approval Table of Contents Change: Yes Index Change: Yes	Explains that all supervisors have the same role in the Electronic Case Management system. Clarifies services requiring Supervisor approval and where the approval must occur (plan vs. authorization)
Section 2-2 Scope of Services Table of Contents Change: Yes Index Change: No	Clarifications in language specific to BEAM
Section 2-3 IL Equipment Table of Contents Change: Yes Index Change: Yes	Numerous updates including the addition of definitions, procedural changes to the purchase of DME, the bidding/RFQ process and approvals required
Section 3-1 Timelines for Eligibility Determination Table of Contents Change: No Index Change: No	Eligibility Extensions cannot exceed 60 days
Section 3-3 IL Case Status Codes and Definitions Table of Contents Change: No Index Change: Yes	Updates new status codes
Section 3-8 Financial Need and Client Resources Table of Contents Change: Yes Index Change: Yes	Clarifications in language specific to BEAM

Section/Subsection or Appendix Item	**Comments on Revisions**
Chapter 4: Rehabilitation Needs Assessment Table of Contents Change: Yes Index Change: No	Deletes information regarding the WRAP
Chapter 5: Rehabilitation Program Table of Contents Change: Yes Index Change: Yes	Updates sections of the IL Service Plan including documentation requirements in counselor comments
Chapter 6: Record of Service Outcomes Table of Contents Change: Yes Index Change: Yes	Updates procedures and status codes
Chapter 7: Post-Closure Services Table of Contents Change: Yes Index Change: Yes	Updates procedures and status codes
Appendix - Durable Medical Equipment Purchase Procedures - Charts A & B Table of Contents Change: No Index Change: No	Revised to show process in BEAM
Appendix – IL Closure Process Guide Table of Contents Change: Yes Index Change: Yes	Details procedures to follow to close cases

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: June 30, 2014

Re: **Interim Policy and Procedure Directive #2-2014: Excess Income "Workaround" in BEAM**

TRANSMITTAL: #2014-04

Effective: July 1, 2014

This directive explains procedures needed in order to authorize above the amount listed in estimated Agency expenditures when there is excess income.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: June 30, 2014

Re: **Interim Policy and Procedure Directive #3-2014:**
BEAM Service Structure and Service Selection

TRANSMITTAL: #2014-05

Effective: July 1, 2014

This directive explains how services are set up in BEAM.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: August 1, 2014

Re: **Revisions to Volume VIII: Section 2-3 – IL Equipment**

TRANSMITTAL: #2014-06

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 2-3: Equipment Table of Contents Change: No Index Change: No	Clarifies RFQ process for DME and Non-Medical Equipment purchases
Appendix Items Table of Contents Change: Yes Index Change: Yes	• Revisions to flow charts: Durable Medical Equipment Purchase Procedures - Chart A and Durable Medical Equipment Purchase Procedures - Chart B • New flow charts for Non-Medical Equipment: Purchase Procedures – Chart A and Non-Medical Equipment: Purchase Procedures – Chart B

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **October 22, 2014**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2014-07

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-12: Invoice Processing Table of Contents Change: No Index Change: Yes	• Pharmacy Invoices: the prescription drug dispensing fee is automatic and the form is not in Beam but on the DVRS Intranet site • Invoice Numbering Convention: new system established to identify invoices that have no invoice number
Section 1-19: Supervisor Approval Table of Contents Change: No Index Change: No	Exceptions to sponsor more than three prescriptions requires supervisor approval and not Chief of Policy (revised based on service set-up in Beam)

Section/Subsection or Appendix Item	**Comments on Revisions**
Section 2-3: IL Equipment Table of Contents Change: Yes Index Change: No	• Purchase of equipment (including DME) under $500: Just need one quote (no RFQ) • Changes to Flow Charts (Appendix Entries): DME: Purchase Procedures – Chart B; and Non-Medical Equipment: Purchase Procedures – Chart B • New form was created that is attached to invoices for equipment – this goes to our fiscal services section first for review prior to going to the Controller's Office for payment • New subsection 2-3-5: Procedures to Purchase Durable Medical Supplies
Section 2-17-2: Vehicle Repairs Table of Contents Change: No Index Change: No	Policy on vehicle repairs is revised so that only "one" quote is required for vehicle repairs costing $750 or less. Greater than $750 still requires three quotes. Repairs exceeding $2500 require Chief of Policy approval.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **October 22, 2014**

Re: **Interim Policy and Procedure Directive #4-2014: Documents to be Signed and Retained in the Case Record**

TRANSMITTAL: #2014-08

Effective: Immediately

This policy directive identifies specific documents that must be printed and maintained in the hard copy case record. All documents that require a client/guardian signature must be printed in their entirety, signed by the client/guardian, and retained in the case record. There are other documents that must be printed and given to the client. For auditing purposes and consistency, these documents should also be copied for the case record.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **January 7, 2015**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-01

Effective: January 7, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-12-3: Orthotics **Table of Contents Change: No** **Index Change: No**	• Clarifies that rates are subject to the fee schedule (DMA link) in Volume V. • Purchasing procedures and staff responsible (field vs. state office staff) are explained based on the cost of the item. • There is a new requirement to document the following statement in Counselor Comments on the plan: ""*Sole source of the vendor is warranted in accordance with Waiver section 01 NCAC 05b.1401 because a particular orthotic appliance is needed"*

www.ncdhhs.gov • www.ncdhhs.gov/dvrs
Voice 919- 855-3500 • Fax 919-733-7968 • TDD 919-855-3579 • Toll Free 800-689-9090
Location: Haywood Building • 805 Ruggles Drive • Raleigh, NC
Mailing Address: 2801 Mail Service Center • Raleigh, NC 27699-2801
An Equal Opportunity/Affirmative Action Employer

<u>Subsection 2-12-4: Prosthetics</u> **<u>Table of Contents Change: No</u>** **<u>Index Change: No</u>**	• Clarifies that rates are subject to the fee schedule (DMA link) in Volume V. • Purchasing procedures and staff responsible (field vs. state office staff) are explained based on the cost of the item. • There is a new requirement to document the following statement in Counselor Comments on the plan: ""*Sole source of the vendor is warranted in accordance with Waiver section 01 NCAC 05b.1401 because a particular prosthetic appliance is needed"*
<u>Subsection 3-8-1: Financial Needs Survey</u> **<u>Table of Contents Change: No</u>** **<u>Index Change: No</u>**	Policy is revised to require that: Copies of bank account statements (checking and savings), a minimum of 3 months, must be obtained from all applicable family members. The amount in the account must be considered as an asset and recorded in Section D – Available Assets. This is part of the Divisions corrective action to the 2013-14 State Audit.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **January 30, 2015**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-02

Effective: February 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-19-1: Rehabilitation Counselor I and Rehabilitation Counselor Trainee **Table of Contents Change: No** **Index Change: No**	This policy revision allows a Manager to enable a counselor with a minimum of six months of employment the discretion to authorize services and authorization revisions up to and including $500 without supervisory approval.
Subsection 3-8-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	This policy revision allows a Supervisor to add additional line items to Section G of a previously completed FNS in order to increase the overall Estimated Agency Expenditure, increasing the total for which the counselor may authorize. The circumstances must be explained in *Extenuating Circumstances* section.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **February 16, 2015**

Re: **Interim Policy and Procedure Directive #1-2015: MFP Presumptive Eligibility**

TRANSMITTAL: #2015-03

Effective: Immediately

If an individual has been determined eligible for MFP the individual is presumed to be eligible for IL services. The MFP application and pre-transition checklist will suffice for verification of MFP eligibility. These documents must be maintained in the IL case record. Presumptive eligibility should be determined as quickly as possible, not to exceed 30 days from the date of the application.

Please refer to the Policy Directive for more detailed information and procedures.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **April 1, 2015**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-04

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-12: Invoice Processing **Table of Contents Change: No** **Index Change: Yes**	• Vendor Signatures: Medical Invoices • Pharmacy Invoices • Invoice Numbering Convention • Comparable Benefits • Methodology for Paying Medical/Pharmacy Claims • Prior Approval of Unusual Charges
Sub-Section: 2-3-10: Equipment Repairs **Table of Contents Change: No** **Index Change: No**	Describes purchasing procedures, monetary thresholds and when approval is required
Sub-Section 3-8-3: Comparable Benefits **Table of Contents Change: No** **Index Change: No**	Comparable benefits do not need to be utilized for diagnostic services if required for eligibility or rehab needs planning. COP approval is NOT required for this waiver. Cross reference 1-11 for procedures to document this waiver on authorizations

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **April 1, 2015**

Re: **Interim Policy and Procedure Directive #2-2015: Changes to Paper-Based Financial Needs Survey (FNS) and Completion of the Electronic FNS**

TRANSMITTAL: #2015-05

Effective Immediately

Due to revisions to the 1040 tax form by the IRS and changes to North Carolina income tax withholding percentages, the paper version of the Financial Needs Survey worksheet, accessible via the agency intranet, has been updated. See directive for details.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Neil Mac Britt – Chief of Policy

Date: **June 17, 2015**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-06

Effective: July 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 3-8-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	If a client and all applicable family members do not have a bank account, the Bank Account Non-Existence Contract (BANC) form must be completed and signed by the client and VR representative.
Interim Policy and Procedure Directive #1-2014: Durable Medical Equipment and Supplies for IL	Marked obsolete
Interim Policy and Procedure Directive #2-2014: Excess Income "Workaround" in Beam	Marked obsolete

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller, Chief of Policy

Date: August 1, 2015

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-07

Effective: August 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-13: VR/IL Concurrent Records of Service **Table of Contents Change: No** **Index Change: No**	Removes requirement to obtain documents that are now available to both programs in the BEAM ECF.
Section 3-1: Timelines for Eligibility Determination **Table of Contents Change: No** **Index Change: No**	Revised to correspond with changes to form names in BEAM.
Subsection 3-6-3: Functional Improvement **Table of Contents Change: No** **Index Change: No**	Updates goal areas for functional improvement.

Subsection 3-6-5: Record of Service Documentation **Table of Contents Change: No** **Index Change: No**	Combines the eligibility and SD process. Form names changed to correspond with BEAM.
Section 4-2: Record of Service Documentation **Table of Contents Change: Yes** **Index Change: Yes**	The WRAP is required documentation before IL Service Plan development. Explanations of specific criteria to document on the WRAP are included in this policy revision.
Subsection 5-2-4: Counselor Comments **Table of Contents Change: No** **Index Change: No**	Removes requirement to document additional information gathered during the comprehensive assessment in the counselor comment section of the IL Service plan. This information is now documented on the WRAP.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Richard O. Brajer
Secretary

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller, Chief of Policy

Date: August 21, 2015

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-08

Effective: September 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-3-4: Release of Confidential Information Without the Consent of the Client **Table of Contents Change: No** **Index Change: No**	Revised as a result of a new data sharing agreement with the State Office of Information Technology Services (OITS).
Subsection 3-4-2: Referrals **Table of Contents Change: No** **Index Change: No**	Revised as a result of a new data sharing agreement with the State Office of Information Technology Services (OITS).

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Richard O. Brajer
Secretary

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **November 9, 2015**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2015-09

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-15: Imprest Cash Fund **Table of Contents Change: No** **Index Change: No**	Clarifies reimbursement process and documentation requirements
Section 2-3: IL Equipment **Table of Contents Change: No** **Index Change: No**	Terminology change; reference to Client Data Packet checklist
Subsection 2-10-1: Residence Modifications **Table of Contents Change: No** **Index Change: Yes**	Updated to reflect changes in Beam; reference to Client Data Packet checklist

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-10-2: Vehicle Modifications **Table of Contents Change: No** **Index Change: Yes**	Updated to reflect changes in Beam; reference to Client Data Packet checklist
Subsection 2-10-3: Worksite Modifications **Table of Contents Change: No** **Index Change: Yes**	Updated to reflect changes in Beam; reference to Client Data Packet checklist
Section 3-8-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	Updated functionality in BEAM renders PD #2-2014 obsolete. The supervisor can add additional line items to Section G in certain circumstances.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **February 2, 2016**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2016-01

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-1-3: Immediate Family **Table of Contents Change: No** **Index Change: No**	**Effective Immediately** Allows the Regional Director to appoint a designee to determine eligibility for an employee or employee's family member.
Section 1-12: Invoice Processing **Table of Contents Change: No** **Index Change: No**	**Effective Immediately** Updated to reflect changes in BEAM
Interim Policy and Procedure Directive #1-2016: FNS Allowable Net Monthly Income Table	**Effective: 2/15/2016** Updates the allowed net monthly income levels based on 2016 Federal Poverty guidelines.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **February 15, 2016**

Re: **Revisions to Volume VIII: Section 2-3: IL Equipment**

TRANSMITTAL: #2016-02

Effective: March 1, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Section 2-3: IL Equipment **Table of Contents Change: No** **Index Change: Yes**	Revisions to policy and procedures including approval thresholds for the DME Convenience Contract. The DME Purchasing Flow Charts in the Appendix have been updated to include Convenience Contract language.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **March 17, 2016**

Re: **Interim Policy and Procedure Directive #2-2016: Voter Registration**

TRANSMITTAL: #2016-03

Effective: April 1, 2016

This new Policy Directive explains procedures required to comply with the National Voter Registration Act (NVRA), including the requirement to offer voter registration at the application process, change of name or address and implementation of post closure services. Requirements for the reporting of voter registration data and retention of records are also addressed.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **May 1, 2016**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2016-04

Effective: May 1, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-12-1: [Invoice Processing] Vendor Signatures **Table of Contents Change: No** **Index Change: No**	Revised to provide clarification of invoice types and requirements for information.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **May 16, 2016**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2016-05

Effective: June 1, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-12-2: [Invoice Processing]; Additional Information Required on Invoices **Table of Contents Change: No** **Index Change: Yes**	Clarifies that when paying a competitive bid or contract rate price secondary to a comparable benefit, IL will pay the difference between the bid/contract rate and comparable benefit payment amount
Subsection 3-8-3: Comparable Benefits **Table of Contents Change: No** **Index Change: Yes**	Describes when comparable benefits must be verified via NC Tracks
Interim Policy and Procedure Directive #3-2016: Displacement Prevention Partnership (DPP) as a Comparable Benefit	Clarifies procedures for utilizing DPP including home ownership, financial considerations and promissory note requirements

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **August 1, 2016**

Re: **Interim Policy and Procedure Directive #4-2016: Money Follows the Person (MFP) Presumptive Eligibility**

TRANSMITTAL: #2016-06

Effective: August 15, 2016

This revised Policy Directive replaces Interim Policy and Procedure Directive #1-2015: Money Follows the Person (MFP) Presumptive Eligibility.

Important changes in this update:

- Specifies the NC Division of Medical Assistance (DMA) criteria for MFP eligibility
- Explains MFP procedures required to comply with Federal timelines and ensure access to a system of community-based services and supports
- MFP funded services are exempt from determination of financial need; "MFP Waiver" is documented in the extenuating circumstances section of the Financial Needs Survey. If both MFP and IL funds are needed for the transition, the client will need to meet the financial needs test for IL funded services.
- MFP Presumptive Eligibility Documentation requirements will be posted in the August 11th Beam blog.

Please refer to the Policy Directive for more detailed information and procedures.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **November 7, 2016**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2016-07

Effective: November 15, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-10-1: Residence Modifications **Table of Contents Change: No** **Index Change: No**	Clarifies thresholds requiring approval when DPP and comparable benefits are available to contribute to the total cost
Subsection 2-10-3: Worksite Modifications **Table of Contents Change: No** **Index Change: No**	Changes threshold for which Chief of Policy approval is required from $500 to $2500 per project

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **January 3, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2016-08

Effective: January 3, 2017

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-3-5: Subpoenas **Table of Contents Change: No** **Index Change: No**	Clarifies procedures required when an employee receives a subpoena
Section 1-12: Invoice Processing **Table of Contents Change: No** **Index Change: No**	Transportation invoices no longer require the number of trips to be included when submitting for payment. All invoices should reflect the actual dates the travel will or has occurred.
Subsection 2-17-2: Vehicle Repairs **Table of Contents Change: No** **Index Change: No**	Prohibits the sponsorship of repairs to mopeds and motorcycles
Appendix Item: AgrAbility	Provides background information, general guidelines and procedures for handling cases with AgrAbility

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **February 27, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2017-01

Effective: 3/1/2017

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Interim Policy and Procedure Directive #1-2017 – Voter Registration	***(Replaces Policy Directive #2-2016)*** Preregistration for individuals age 16 or 17 is required. The Voter Registration Preference form does not need to be signed and kept in the hard copy file, but must be completed in BEAM. Submission is no longer required through the on-line portal.
Interim Policy and Procedure Directive #2-2017 – FNS Allowable Net Monthly Income Table	***(Replaces Policy Directive #1-2016)*** Updates the allowed net monthly income levels based on 2017 Federal Poverty guidelines.

WWW.NCDHHS.GOV • WWW.NCDHHS.GOV/DVRS
TEL 919-855-3500 • FAX 919-733-7968 • TDD 919-855-3579 • TOLL FREE 800-689-9090
LOCATION: 805 RUGGLES DRIVE • HAYWOOD BUILDING • RALEIGH, NC 27603
MAILING ADDRESS: 2801 MAIL SERVICE CENTER • RALEIGH, NC 27699-2801
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **April 18, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2017-02

Effective: May 1, 2017

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Section 3-5-3: Psychological/Psychiatric Conditions **Table of Contents Change: No** **Index Change: No**	Many LME/MCO's specifically require adaptive testing for individuals to qualify for long term supports. These rate increases include a specific separate rate for adaptive behavior testing. When required, sponsorship of additional testing to access long term supports through LME/MCO's is permitted.
Section 6-5-1: Retrieval of Status 26 Closures **Table of Contents Change: Yes** **Index Change: Yes**	Procedures for retraction of status 26 closures and other unsuccessful outcomes. These procedures will assist with new reporting requirements required by WIOA in effect July 1.

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Section 6-5-2: Retrieval of All Other Closures **Table of Contents Change: Yes** **Index Change: Yes**	Procedures for retraction of all other closures and other unsuccessful outcomes. These procedures will assist with new reporting requirements required by WIOA in effect July 1.
Appendix Entry: DSM-5	Updates adaptive behavior functioning definition.
Appendix Entry: Intellectual Disability	Updates language to comply with DSM-5 criteria.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **June 16, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2017-03

Effective: July 1, 2017

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Section 1-15: Imprest Cash Fund **Table of Contents Change: No** **Index Change: No**	Updates procedures for the use of the imprest cash fund.
Chapter 2: Nature and Scope of Services **Table of Contents Change: Yes** **Index Change: Yes**	Clarifies purchasing procedures and when a service is subject to financial need and/or comparable benefits. Updates policy regarding the purchase of Computers and Assistive Technology. Adds Personal Needs section (2-9-1) and removes references to Recreational Therapy services provided directly by Division staff.

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Section 3-6-4: Presumption of Eligibility **Table of Contents Change: No** **Index Change: No**	Updates policy to clarify that there is a presumption of eligibility for IL if the individual is determined eligible for MFP.
Appendix Entry: Morbid Obesity	Revised to focus on serious functional capacity limitations associated with Morbid Obesity that could impact independent living.
Interim Policy and Procedure Directive #3-2017: Functional Electrical Stimulation or Foot Drop Stimulator Systems	Prohibits the sponsorship of Functional Electrical Stimulation and Foot Drop Stimulator Systems

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **October 9, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2017-04

Effective: IMMEDIATELY

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Section 1-11: Case Service Authorizations **Table of Contents Change: No** **Index Change: No**	Revised to explain that claims received after 365 days of the last date of service must be approved by the Unit Manager. Claims received after two years from the last date of service must be approved by Fiscal Services.
Section 1-19: Supervisor Approval **Table of Contents Change: No** **Index Change: No**	Revised to coincide with policy change in Section 1-11 regarding case service invoices for authorizations exceeding 365 days.

WWW.NCDHHS.GOV • WWW.NCDHHS.GOV/DVRS
TEL 919-855-3500 • FAX 919-733-7968 • TDD 919-855-3579 • TOLL FREE 800-689-9090
LOCATION: 805 RUGGLES DRIVE • HAYWOOD BUILDING • RALEIGH, NC 27603
MAILING ADDRESS: 2801 MAIL SERVICE CENTER • RALEIGH, NC 27699-2801
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **October 16, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2017-05

Effective: November 1, 2017

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Appendix Entry: AgrAbility	Adds additional information to the Appendix entry to help provide guidance in these cases including potential questions for consideration during the initial interview phase. A checklist has also been created to identify information required for Policy Office review when indicated. The checklist will be posted on the Intranet forms page.

WWW.NCDHHS.GOV • WWW.NCDHHS.GOV/DVRS
TEL 919-855-3500 • FAX 919-733-7968 • TDD 919-855-3579 • TOLL FREE 800-689-9090
LOCATION: 805 RUGGLES DRIVE • HAYWOOD BUILDING • RALEIGH, NC 27603
MAILING ADDRESS: 2801 MAIL SERVICE CENTER • RALEIGH, NC 27699-2801
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **November 13, 2017**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2017-06

Effective: Immediately

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Sub-Section 3-8-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	This revision allows for bank statements to be within six (6) months of the completion of the Financial Needs Survey (FNS). The statements must be consecutive.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

TARA K. MYERS, MS, CRC, CPM
INTERIM SENIOR DIRECTOR/DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **January 19, 2018**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2018-01

Effective: February 1, 2018

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Sub-Section 2-2-4: Timeliness of Services **Table of Contents Change: No** **Index Change: No**	Clarifies that substantial services should be documented within 90 days of initiation. If service implementation is delayed, an explanation for the delay must be documented on a Progress Review.

WWW.NCDHHS.GOV • WWW.NCDHHS.GOV/DVRS
TEL 919-855-3500 • FAX 919-733-7968 • TDD 919-855-3579 • TOLL FREE 800-689-9090
LOCATION: 805 RUGGLES DRIVE • HAYWOOD BUILDING • RALEIGH, NC 27603
MAILING ADDRESS: 2801 MAIL SERVICE CENTER • RALEIGH, NC 27699-2801
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

TARA K. MYERS, MS, CRC, CPM
INTERIM SENIOR DIRECTOR/DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **February 15, 2018**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2018-02

Effective: March 1, 2018

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #02-2018: FNS Allowable Net Monthly Income Table	***(Replaces Policy Directive #2-2017)*** Updates the allowed net monthly income levels based on 2018 Federal Poverty guidelines.

WWW.NCDHHS.GOV • WWW.NCDHHS.GOV/DVRS
TEL 919-855-3500 • FAX 919-733-7968 • TDD 919-855-3579 • TOLL FREE 800-689-9090
LOCATION: 805 RUGGLES DRIVE • HAYWOOD BUILDING • RALEIGH, NC 27603
MAILING ADDRESS: 2801 MAIL SERVICE CENTER • RALEIGH, NC 27699-2801
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Vocational
Rehabilitation Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
TARA MYERS, MS, CRC, CPM • Senior Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **May 15, 2018**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2018-03

Effective: June 1, 2018

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
2-10: Modifications **Table of Contents Change: No** **Index Change: Yes**	Updates procedures for the bidding and award process, eliminates the owned mobile home on rented property residence type, adds new forms required for documentation
2-11-2: Independent Living Program **Table of Contents Change: No** **Index Change: No**	Clarifies procedures when a client fails to pay his/her required contribution to PAS
Appendix: Residence Modification General Guidelines	Updates guidelines with clarifications and new additions.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
TARA MYERS, MS, CRC, CPM • Senior Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **July 13, 2018**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2018-04

Effective: August 1, 2018

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Appendix: Hearing Disabilities	Creates a structured form for providing a hearing consultation and requires approval from a supervisor if the DHH counselor providing the consultation is not an independent/proficient counselor.
Interim Policy and Procedure Directive #2-2018: Documents to be Signed and Retained in the Case Record	Provides updates regarding BEAM forms that need to be maintained in the hard copy case record.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **December 14, 2018**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2018-05

Effective: January 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section 1-11: Case Service Authorizations **Table of Contents Change: No** **Index Change: No**	Defines authorization procedures for when a client has excess income and must pay a vendor for services.
Section 3-8: Financial Need and Client Resources **Table of Contents Change: No** **Index Change: No**	Defines general procedures for when a client has excess income and must pay a vendor for services.
Appendix: North Carolina Achieving a Better Life Experience (NC ABLE) Program	Provides general guidance on ABLE accounts and specifies that these accounts are not to be considered during the assessment of financial need.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **February 22, 2019**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2019-01

Effective: March 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #1-2019 – FNS Allowable Net Monthly Income Table	*(Replaces Policy Directive #2-2018)* Updates the allowed net monthly income levels based on 2019 Federal Poverty guidelines.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LPC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **May 16, 2019**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2019-02

Effective: June 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section 1-3-2: Requests for Client Information (Disability Determination Section) **Table of Contents Change: No** **Index Change: No**	This directive outlines procedures to follow for requesting records from DDS. It also clarifies that a signed consent form is required to release or obtain records from DDS.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LPC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **July 1, 2019**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2019-03

Effective: July 15, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section: 2-12-3: Orthotics **Table of Contents Change: No** **Index Change: No**	Removes the requirement to verify L codes
Section: 2-12-4: Prosthetics **Table of Contents Change: No** **Index Change: No**	Removes the requirement to verify L codes
Interim Policy and Procedure Directive #2-2019: Direct Express	Due to difficulty obtaining three months of statements from Direct Express and Netspend specific requirements have been changed for clients receiving SSI and SSDI and applicable family members .

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LPC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **August 1, 2019**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2019-04

Effective: August 15, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #3-2019: Voter Registration	Instructions for complying with the National Voter Registration Act have been updated to include providing Voter Registration information, documentation requirements and procedures for submitting Voter Registration forms to the Board of Elections.
Interim Policy and Procedure Directive #4-2019: Revised Paper Application	The IL Application for Services has been revised to incorporate the Voter Registration Preference Form. A hard copy must be completed.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **February 21, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-01

Effective: March 1, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #01-2020: FNS Allowable Net Monthly Income Table	*(Replaces Policy Directive #1-2019)* Updates the allowed net monthly income levels based on 2020 Federal Poverty guidelines.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **April 1, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-02

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #02-2020: Verbal/Email Agreement for Client Signatures	Provides guidance for obtaining a verbal or email agreement from a client in lieu of a physical signature.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **April 13, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-03

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #03-2020: Revised Residence Modification Process in Response to COVID-19	Clarifies process for handling interior modifications during social distancing restrictions imposed by COVID-19.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **May 1, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-04

Effective: May 15, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Subsection 2-5-4: Procedures to Purchase DME	Clarifies terms and procedures when purchasing on or off the DME Convenience Contract.
Appendix: Assertive Community Treatment	New Policy guidance and information on serving individuals who receive services from Assertive Community Treatment.
Appendix: DME Purchase Quick Reference	Reference supplement to the DME policy

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **June 1, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-05

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
SubSection 1-12-2: Invoice Processing: Transportation Invoices	Clarifies information to include on invoices for transportation
SubSection 1-16-1: [Vendor Review and Certification] General Provisions	Provides general surface level updates to required forms
Interim Policy and Procedure Directive #04-2020: Background Checks	Notes requirements to obtain written consent and provide information regarding Fair Credit Reporting Act before sponsorship of a background check

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **June 3, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-06

Effective: June 15, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #05-2020: Using Approved Videoconferencing Technologies to Provide Services Remotely	This new policy details procedures and requirements for both staff and approved vendors to provide approved services remotely to clients.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **July 6, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-07

Effective: July 15, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #06-2020: In-Home and In-Person Services Provision During COVID-19 Pandemic	This directive provides necessary requirements and procedures for providing services in home and in person. In person contact should be minimized whenever possible. When in home or in person services are required, the client's consent must be obtained and the supervisor must approve the service as critical. In addition, self-health assessments are required. These procedures apply to staff and services providers.
Interim Policy and Procedure Directive #07-2020: Purchasing Face Coverings for Clients	This directive provides instructions for the purchase, distribution and tracking of **disposable** face coverings to clients. Face coverings should only be provided when clients require them for IL service delivery and have no other means to secure suitable face coverings.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
CHRIS EGAN, MSW, LCSW • Senior Director
KATHIE B. TROTTER, MS, CRC, LCMHC, CPM • Director

MEMORANDUM

To: All Staff Assigned Volume VIII

From: Vicky Miller – Chief of Policy

Date: **July 1, 2020**

Re: **Revisions to Volume VIII**

TRANSMITTAL: #2020-08

Effective: August 1, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Chapter Four: IL Comprehensive Assessment	Clarifies components of the comprehensive assessment including analysis of rehabilitation needs and required documentation on the WRAP.