



LME-MCO TCLD USER GUIDE

Version 1

Transitions to Community Living Database (TCLD)

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GETTING STARTED

ABOUT THE SYSTEM

Transition to Community Living Database (TCLD) is a system developed for the North Carolina Department of Health and Human Services to track and report activity related to the Transition to Community Living Initiative. LME-MCOs involved in the initiative will use the system to record contact and progress of individuals affected by the initiative.

HOW TO GET A USER ACCOUNT

Each LME-MCO has a designated staff person responsible for managing access to the system. They will coordinate all necessary additions, deletions or changes to user accounts.

ACCESSING THE SYSTEM

System usernames are the same as your email address. You will need to set up your password the first time you login. You are required to change your password every six months.

LOGIN LINKS

To go directly to the LME-MCO View My Agency's Individuals page:
www.socialserve.com/waitlist/nc/TCLIAgencyClients.html

To go directly to the LME-MCO View My Individuals page:
www.socialserve.com/waitlist/WaitlistCaseManager.html

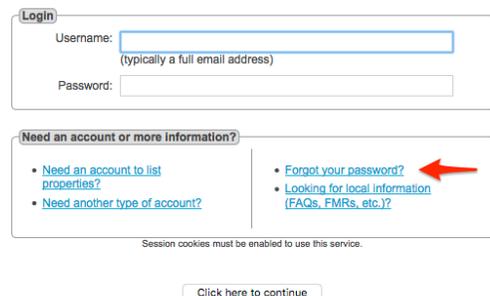
For those who already use NCHousingSearch.org, look for the PAIR Systems destination on the Welcome page and choose View My TCLD Individuals or View My Agency's TCLI Individuals.

From your personalized Welcome page, you can also change your password.

SETTING UP OR CHANGING YOUR PASSWORD

From the login dialog box, choose the "Forgot your password?" link.

You will be prompted for your Socialserve.com username, which is the same as your email address. Once you submit your username, you will receive an email with a verification link. Use the link to create a new password.



The screenshot shows a login dialog box with two main sections. The top section is titled "Login" and contains two input fields: "Username:" (with a note "(typically a full email address)") and "Password:". The bottom section is titled "Need an account or more information?" and contains two columns of links. The first column includes "Need an account to list properties?" and "Need another type of account?". The second column includes "Forgot your password?" (highlighted with a red arrow) and "Looking for local information (FAQs, FMRs, etc.?)". Below the links, there is a small note: "Session cookies must be enabled to use this service." and a "Click here to continue" button.

UNDERSTANDING STATUS VALUES

For TCLD individuals, the status designates whether they are currently housed or not housed. When a new individual is entered into the system, their status will start as "Not Housed." The LME-MCO need only change the status in the event that the individual moves into the community either with or without a slot. If someone withdraws from the program or needs to be removed from the database, contact DHHS. Only administrators can withdraw or remove individuals.

Not Housed: In progress

Individuals who are added to the system start in this status and remain until they move into the community with or without a slot or are no longer included as a part of the initiative. The system will categorize everyone who is not housed into one of the three categories:

- Referred for Diversion: Individuals who have a screening with a Diversion Status of "In process" and no current transition information (there is no "In progress" Transition attempt). Individuals in this status want to move into an ACH but have not done so yet.
- In-reach: Individual who do not have a screening with a Diversion Status of "In process" nor do they have a current transition with a status of "In-progress." These individuals should be living in an ACH or hospital and are receiving visits by LME-MCO staff to determine if they are ready for independent living.
- Transition Planning: An individual who has any transition information recorded and has a Transition Status of "In progress" is in this category. The individual has expressed the desire to live independently. A TCLD housing slot may or may not be assigned depending on the process of the LME-MCO. Staff assist in finding appropriate housing for the individual, including housing searches, property visits and assisting with submitting housing applications.

Housed: Living in the community with a TCLD housing slot

LME-MCO staff move an individual into this status when he or she has moved into housing using the supports provided by a TCLD housing slot. Information about the move is recorded and quarterly reporting occurs while in this status.

Housed: Living in the community without a slot

LME-MCO staff move an individual into this status if, at any time during the TCLD process, he or she finds other housing in the community without utilizing a TCLD housing slot.

Removed

Removed individuals are unqualified for the program. They will not be included in reporting. Reasons to use this for an individual include mistaken enrollment or an individual being ineligible. Only program administrators can apply this status to individuals.

Withdrawn

Withdrawn individuals are not currently participating in the program and no activities are occurring with this individual. Withdrawn individuals are included in program reporting. Withdrawn individuals could

potentially re-enter the program. Reasons for an individual to be set to this status include death or moving out of state. Only program administrators can apply this status to individuals.

FINDING AND CREATING INDIVIDUALS

The “My TCLD Individuals” page lists individuals in which you are the primary contact. The “My Agency’s TCLD Individuals” page lists all individuals assigned to your LME-MCO.

Use the menu bar buttons to switch between these two views. The current view is highlighted in the menu bar.



NEW INDIVIDUALS

When entering a new person into the system, use the “New TCLD Individual” menu bar button. Whoever creates the individual in the system will become the primary contact for that individual in their LME-MCO. All LME-MCO staff with TCLD access can view and update all individuals assigned to the LMC-MCO regardless of the primary contact. The primary contact can be changed within the LME-MCO using a process described later in this document. Only system administrators can re-assign an individual to a different LME-MCO.



You can create a new individual by entering a minimum amount of information. These include first and last names, date of birth, Medicaid number, Medicaid county, host LME-MCO, and DOJ population. Home LME-MCO defaults to the organization of the person entering the individual in the system. Host LME-MCO defaults to the home LME-MCO but can be changed.

All required fields are marked with a blue asterisk (*).

Individuals are created in the “Not Housed” status. Once an individual has been created, additional information can be added. The system will prompt you for critical information that is missing. For example, you should record where the person is living by adding a “Living Situation” reflective of the person’s current situation and screening information if they are a candidate for diversion.

VIEWING YOUR INDIVIDUALS THROUGH THE DASHBOARD

The TCLD dashboard gives a quick summary of the make-up of the clients assigned to you or your agency. Selecting the links on the dashboard will filter the list, showing you the individuals that are included in each of the summary counts. The default view shows all individuals who are “Not Housed.”

Status: Not Housed (default list)		Status: Housed
Total Individuals Not Housed	Not Housed	
	Referred for diversion ? 21 Open diversion attempts ? 23 Open for 45-90 days 0 Open for over 90 days 23 Has alerts 22	In-reach ? 3 45-90 days since last visit 1 > 90 days since last visit 1 Has alerts 3
Referred for diversion: * Diversion status of in process * No open transition attempt		Housed: Living in the Community With a TCLI housing slot 1 Without a slot 1
Open diversion attempts: * Diversion status of in process		In-reach: * No diversion status of in process * No open transition attempt
		Open transition attempts: * Transition status of in-progress
Status: Withdrawn / Removed (filter list to find)		

The sum of the counts in the top row of links in the “Not Housed” box on the dashboard (Referred for diversion, In-reach, Open transition attempts), represent the total number of individuals who are not housed.

When using the system, click the question mark next to the link label for help.

The screenshot shows a 'Not Housed' section with several links, each with a question mark icon. A 'Help button' points to the question mark next to 'Referred for diversion' (count 21). A 'Help text' box is shown below, containing the following text:

Referred for diversion:
 Individuals who have had a screening with the intent to move into an ACH but who have not done so yet. These individuals also have not yet started the transition process. This means that they have a screening for a diversion attempt with a status of "in process" and no open transition activity (transition with a start date but no end date).

USING FILTERS TO FIND INDIVIDUALS

There are additional filters available on the page to help you find the individual(s) that you are looking for. Use the “Open Filters” button to see the filter options.

Make sure to select the desired “Status” that you are looking for or choose “Any” to include all of them.

The system defaults to showing only 50 individuals to improve response time since the volume of individual records is high. If you would like to scroll through the entire results list, change the “Limit Individuals” to be larger than the number returned in your filtered list.

Make sure to remove the filter settings to return to the default list of “Not Housed” individuals but choosing the “Clear filters” button. The “Close filters” option does NOT reset the filters. It only collapses the filter dialog box to maximize screen space.

The screenshot shows a filter interface with the following elements and callouts:

- Close Filters** button (top right)
- Minimize filters on page by using "Close Filters" button** (callout pointing to the Close Filters button)
- Filter** button (bottom left)
- Clear filters** button (bottom left)
- Reset filters with "Clear filters" button** (callout pointing to the Clear filters button)
- Fill in desired fields and select "Filter" to filter the list** (callout pointing to the Filter button)
- Increase the limit to see all of the individuals if there are more than 50** (callout pointing to the Limit Individuals field)

Fields and their values:

- Status: Housed: Living in the community without a slot
- TCLD ID: [Empty]
- Last Updated: Any Time
- Limit Individuals: 50
- Medicaid Id: [Empty]
- Slot number: [Empty]
- Host LME-MCO: Any
- Home LME-MCO: Cardinal Innovations Healthcare Solutions
- DOJ Population: Any
- Diversion attempts: Currently has an open diversion attempt
- Alerts: Any
- In-reach visits: Any
- Transition attempts: Has no open transition attempts
- At least age: [Empty]
- Not over age: [Empty]

VIEWING INDIVIDUAL DETAILS

By selecting the name of the individual from a filtered list, you will be able to view and update detailed information about the individual. Remember to "right-click" on the individual's name when selecting them to open a new browser tab to keep your filtered list unaffected.

The sections on this page default to collapsed. Expand the section by clicking the triangle next to the section title. Links to add/edit the data are in each section.

Collapsed:

▶ **Personal Information**

Expanded:

▼ **Personal Information**

[Edit](#)

Full Name

Amir Cliff

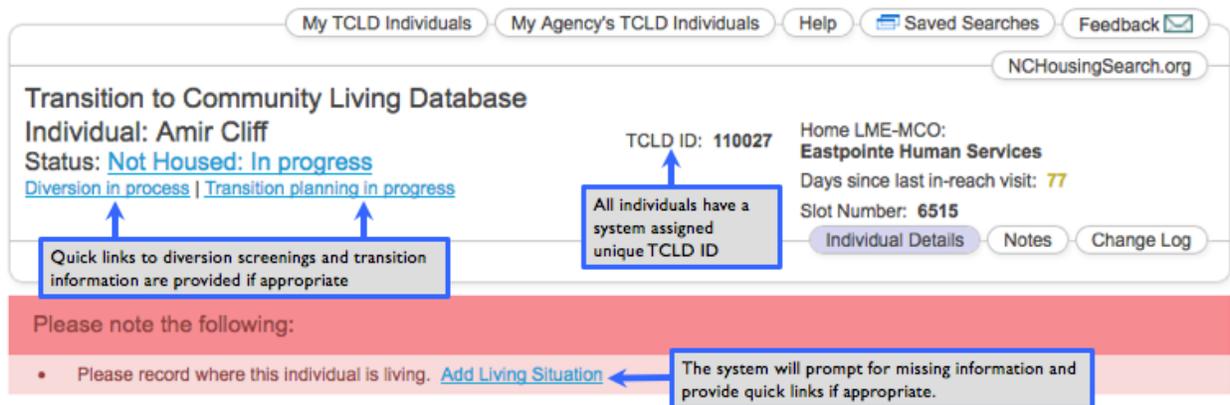
Preferred Name

INDIVIDUAL HEADER

The individual details page header contains the following:

- Data
 - Individual's name
 - Home LME-MCO
 - TCLD ID: a unique identifier assigned by the system

- Days since last visit: displays if there are any visits recorded
- Slot number: displays if there is one assigned
- Links
 - Diversion in process: link is available if there is a Diversion Status of “in process” and navigates to the expanded Diversion Screening section
 - Transition planning in progress: link is available if there is a Transition Attempt with a Status of “in progress” and navigates to the expanded Transition section
- Menu bar navigation buttons
 - My TCLD Individuals: returns to My TCLD Individuals page
 - My Agency’s TCLD Individuals: returns to My Agency’s TCLD Individuals page
 - Help: contains LME-MCO User Guide and other future helpful documents
 - Saved Searches: links to your NCHousingSearch.org saved searches if you have any in a new browser tab
 - Feedback: allows you to submit website feedback
 - NCHousingSearch.org: links to NCHousingSearch.org
 - Notes: allows you to view or add categorized notes about an individual
 - Change log: see audit log history of every update made to an individual
- Alerts
 - Listed in red and indicate missing or conflicting data



PERSONAL INFORMATION

Much personal information can be collected for an individual but only a few values are required. Home LME-MCO defaults to the organization of the person entering the individual in the system. Host LME-MCO defaults to the home LME-MCO but can be changed.

Name	Values or definition	Required
First and Last Names		yes
Middle Name and Suffix		
Preferred Name		
Date of Birth		yes
Gender	Male, Female, Other	yes

Race	White, Black or African-American, American Indian or Alaskan Native, Asian, Native Hawaiian or Other Pacific Islander, Refused, Unknown	yes
Ethnicity	Non-Hispanic/Non-Latino, Hispanic/Latino, Refused, Unknown, Other	yes
Primary Language		
Has a Guardian	Yes/No	
PACE Indicator	Yes/No	
CAP Indicator	Yes/No	
Veteran	Yes/No	
If family member is a veteran, relationship to individual	Describes family member who is a veteran, example: father, son, mother, daughter, etc.	
Date Identified for TCLI		
Living Arrangement at referral	This data point is targeted to be removed and will be replaced by Living Situation.	
Medicaid Id		yes
Medicaid County		yes
Home LME-MCO		yes
Host LME-MCO		yes
DOJ Population	1 - IMD/At-Risk 2 - >= 50 beds w/ >= 25% MI 3 - 20-49 beds w/>= 40% MI 4 - State hospital resident (homeless unstable housing) 5 - Diversion from ACH	yes

LIVING SITUATION

Living situations track where someone lives throughout time. You can enter historical living situations for any time given that they do not overlap. An individual can only be living in one place at any time. Living situations are categorized by where they are living: in a facility; in a house or apartment; or in short-term housing, homeless or incarceration.

FACILITY

If due to an accident or incident, an individual is temporarily in a facility, this would qualify as a facility admission, not a living situation change. Living situation designates the residence of an individual at any point in time. Facility admissions track when an individual is admitted and discharged from a facility with plans to return to their current place of residence.

A list of DHSR licensed facilities is available for selection by searching on name or address of the facility. It is possible to manually create a facility if the one you are searching for cannot be found. This is highly discouraged and should only be used in exceptional cases when a new facility is not yet available in the DHSR database or other similar circumstances.

For facilities with a type of “Combo ACH and Skilled Nursing,” you must select a Bed Type.

Hospice facilities are not loaded from the DHSR data so will not be found through the facility search. Choose the special hospice link when entering a hospice Living Situation.

HOUSE OR APARTMENT

When recording where someone moved into the community using a housing slot, many more data fields are required to be entered. Those data points are indicated in the table below. A Housing Arrangement of “Leasing (using a slot)” is used to indicate that an individual is utilizing a slot with this Living Situation. An individual must also have ACT, TMS or CTI as a service and have at least one housing visit, housing search and housing application recorded before a Living Situation with a Housing Arrangement of “Leasing (using a slot)” can be used.

Name	Values or definition	Required
Move-In Date		yes, if more than one
Move-Out Date		
Property Name		
Address Line 1		yes, if leasing using a slot
Address Line 2		
City		yes, if leasing using a slot
State		yes, if leasing using a slot
ZIP Code		yes, if leasing using a slot
County		yes, if leasing using a slot

Number of bedrooms		yes, if leasing using a slot
Single Occupancy	Yes/No	yes, if leasing using a slot
Landlord Name		
Landlord Phone		
Housing Type	Apartment House Mobile/manufactured home Other	yes
Apartment Type	Multi-unit (more than four units) Duplex Triplex Quadraplex Multi-unit disability-neutral housing < 20% Multi-unit disability-neutral housing >= 20%	yes, if housing type is apartment
Housing Arrangement	Leasing (using a slot) Leasing (not using a slot) Living in own home Living with family/friends permanently	yes
Housing Voucher	TCLV Targeted/Key Non-elderly Disabled (Section 8) VASH HOPWA Shelter Plus Care Other Voucher and/or Temporary Assistance	
Voucher Approval Date		
Voucher Issuance Date		
Voucher Expiration Date		
Voucher Amount		

SHORT-TERM HOUSING, HOMELESS OR INCARCERATION

Housing Type is the only required field when entering a temporary housing situation.

Name	Values or definition	Required
Housing Type	Boarding house Homeless: Living in the street or shelter Hotel Incarceration Living with family/friends temporarily Other	yes

Alerts related to Living Situation

- If an individual does not have at least one Living Situation, you will see: **Please record where this individual is living.**

NOTES

You can enter notes about an individual which are categorized for easy access. See the categories in the picture below. The most recent notes are displayed when viewing an individual's detailed information. You can access all notes by using the "See all notes" link or menu bar button labeled "Notes." Notes can be added, changed or deleted and all updates are recorded in the change log.

Filters are available when viewing all notes. You can search by category or words in the note text.

* = Required Field
Category: Any
Text:
Filter Clear filters

- ✓ Any
- Diversion
- Finances/Resources
- General
- Guardianship
- Housing
- In-reach
- Medical
- Services
- Transition

CONTACTS

The primary contact for an individual is the person who enters the individual in the system. Access to the individual is granted to the primary contact and their organization. Other contacts can be added from the same or different LME-MCO. All contacts must be system users and can be selected from the drop-down list of staff for each LME-MCO. Adding additional contacts to an individual does NOT change any access permissions.

CHANGING PRIMARY CONTACT

You can change the primary contact. To do this from "My Agencies Individuals," find your individuals using the filters and select "Assume Responsibility for TCLD Individuals."

My TCLD Individuals My Agency's TCLD Individuals
Modify Filters Assume Responsibility for TCLD Individuals

This will cause checkboxes to appear next to the status of everyone in the list that isn't already yours. Select your individuals and choose "Assume Responsibility" just above the table. You will need to confirm this action. Now these individuals will appear on "My TCLD Individuals" for you.

Select the applicants you wish to assume responsibility over from those listed below.

Assume Responsibility Cancel

Name ▲	Individual Status ▼	Alerts ▼	Primary Contact ▼
Mwa, Clare	<input type="checkbox"/> Not Housed: In progress	!	jjones@eastpointe.net (Jane Jones)

If after assuming responsibility for an individual the previous primary contact does not have any more individuals assigned to them, you can delete this previous primary contact from the system. This is an easy way to eliminate user accounts when there is staff turnover. Deleting an account from the system does not eliminate any of the history associated with the user; it only eliminates their access to the system.

You cannot change the primary contact across LME-MCOs. If an individual’s primary contact changes from staff at one LME-MCO to another, an administrator must make this change.

SERVICES

Services are collected in the system and are required before an individual can be recorded as living in the community using a slot. Services have start and end dates so you can see what is current and what is historical. The start date is equivalent to when the service was or will become effective. The end date is the date that the service is no longer in effect or was terminated.

Current services are displayed on the individual details page. Historical information can be viewed and edited by using the “See all service history” link under the table in the Services section.

Name	Values or definition	Required
	Natural supports (unpaid) Medical/physical supports Facility-based crisis Individual Supports (B3) ACT (Fidelity): Assertive Community treatment AO: Assertive Outreach CST: Community Support Team CTI: Critical Time Intervention DA: Diagnostic Assessment MCM: Mobile Crisis Management MED MGMT: Medication Management OPT: Out Patient Therapy or Treatment PAYEE PCS: Person Care Services PEER: Peer Support Services PSR Psycho-social Rehabilitation RN-CM: Registered Nurse Case Management SAIOP: Substance Abuse Intensive Outpatient Program SE-IPS (Non-fidelity): Supported Employment SE-IPS (Fidelity): Supported Employment TMS: Transition Management Services VR-IPS: Vocational Rehabilitation VR-SE: Vocational Rehabilitation Other	
Service Type	None	yes
Start Date		
End Date		
Frequency		

DIVERSION

Information in the system should be updated to accurately reflect individual information while they are in the process of being diverted from an ACH. This information includes personal information about screenings, where the individual is residing, and notes. Specific information about the screening (PASRR or other process) is recorded by MUST ID in the Screenings section in the system.

SCREENINGS

Multiple diversion screenings can be recorded each with a unique MUST ID and specific status/outcome. Possible diversion status values:

- **In process:** Individual had a screening but has not yet moved into an ACH or transitioned into the community
- **Diverted:** Individual was successfully diverted and housed in the community
- **Not diverted:** Individual was not diverted and is living in an ACH
- **Withdrawn/removed:** Individual is no longer in the program

Name	Values or definition	Required
MUST ID	Unique screening identifier	yes
Date screening sent to LME-MCO		yes
Date CIP developed		yes
Diversion status	See list above	yes

Once the Diversion Status has been changed from “In process” to another status it can only be changed by an administrator. The “Date CIP developed” must be entered before the screening can move out of “In process.”

Alerts related to Diversion

- If the individual has a screening without a “Date CIP developed,” you will see: **Please enter date CIP was developed.**
- If the individual has a screening with a Diversion Status of “In process” and they also have a current living situation indicating that they are living in an ACH, you will see: **An individual should not be living in an ACH and have a diversion in process. Please update their living situation or diversion status appropriately.**
- If an individual has a DOJ Population category of a 5 and they do not have a screening, you will see: **Please enter screening information.**

IN-REACH

Dates and outcomes of visits should be recorded in the system. If a visit has been recorded, the number of days since the last visit will be highlighted in the individual’s header information. You can also filter your individuals to find those whose last visit was between 45-90 days or over 90 days.

When it is determined that someone wants to move into the community, information about their housing needs and desired location can be recorded in the Housing Data section of the system.

Name	Values or definition	Required
Visit Date		yes
In-Reach Visit Type	In person visit Phone call or letting mailed Didn't answer Doesn't know Question wasn't asked Withdrew from in-reach	yes
Transition Decision	Yes No	yes

Alerts related to In-reach

- If the individual does NOT have a screening with a Diversion Status of "In process" nor do they have a current living situation indicating that they are living in an ACH, you will see: **If an individual is not being diverted, then they should be living in an ACH or Psychiatric Hospital. Please update their living situation or diversion status (screening) appropriately.**

Note: If you are getting this message and your individual has a current living situation in an ACH, check to be sure that the Bed Type is indicated if they are living in a Combo ACH or Skilled Nursing facility. Also check that they are living in a facility that was manually entered with a type of "Other". If that is the case, replace the manually entered facility by picking one from the facility list for DHSR.

TRANSITION

TCLD provides the opportunity to record the history of an individual who moves through the transition process more than once. Each time an individual starts the transition process it can be recorded as a transition attempt with an outcome when it ends. Transition attempts cannot overlap. There can only be one transition attempt in progress at any time. The date of the first team meeting should be recorded as the start of the individual's very first transition attempt after they have been given a slot number. Additional attempts may or may not have a team meeting but the date when the attempt started must still be recorded.

When an attempt to transition someone into the community ends, the transition status for the attempt should be changed to reflect the outcome. Outcomes include: did not transition, transitioned with a slot, and transitioned without a slot. An end date must be specified to end an attempt. If the individual did not transition, a reason needs to be added. If the transition attempt ends with a move into the community, the end date of the transition attempt should be their move-in date.

Transition attempts can be added, edited and deleted. All activities will be recorded in the change log.

Information about housing needs, desired locations, housing searches, visits and applications are recorded in the Housing Data section of the system. An individual must have ACT, TMS or CTI as a service and have at least one housing visit, housing search and housing application recorded before a Transition Status of "Transitioned with a slot" can be used.

Name	Values or definition	Required
Start Date (date of team meeting)		yes
Pre-Transition Survey dates	Survey dates	
	Individual cannot be located	
	Lack of Accessible Units	
	Lack of needed Physical Health Services	
	Credit History	
	Mental Health Declined	
	Guardian Objections	
	Medicaid Issues	
	Lack of Affordable Housing	
	Lack of needed Mental Health Services	
	Lack of Transportation	
	Criminal History	
	Physical Health Declined	
	Objections from Outside Sources	
Transition Barriers	Other	
PCP Attestation	A person-centered plan has been completed for this individual.	
	In-progress	
	Did not transition	
	Transitioned with a slot	
Transition Status	Transitioned without a slot	yes
		yes, if did not transition
End Date		yes, if did not transition
End Reason		yes, if did not transition

HOUSING DATA

Name	Values or definition	Required
Interested counties/cities		
	In an apartment with a roommate	
	In an apartment without a roommate	
	In an apartment with a spouse/partner	
	In the home of my family member/my own home	
Housing Desired/Needed	Other	yes, when using a slot
Housing Searches	Date of searches, # of searches	yes, when using a slot
Housing Visits	Date of visits, # of visits	yes, when using a slot
Housing Applications	Date of application, Result, Result Date	yes, when using a slot
Prior affordable housing tenant?	This data point is targeted to be removed.	
Needed prior housing help	This data point is targeted to be removed.	
History of homelessness?	Yes/No	

Alerts related to Transition

- If the individual does not have any counties of interest recorded, you will see: **Please indicate counties and/or cities of interest.**

POST-TRANSITION ACTIVITIES

While someone is living in the community using a TCLI housing slot, it is important to record changes to an individual's services, activities and any facility admissions. You will also need to submit quarterly reporting.

Collection is survey dates is planned to be eliminated from the system.

QUARTERLY REPORTING

Quarterly reporting submission will not be immediately available upon launch of the system. It will be provided before the end of the first quarter.

MEANINGFUL DAY

It is required to record activities for those who are living in the community using a slot.

Name	Values or definition	Required
	Activities/hobbies	
	Employment	
	In school (career development program)	
	Volunteering	
Activity	Other	yes
Start Date		
End Date		

RESOURCES

Technical support: Email CHemmer@emphasys-software.com

Program support: Email TCLD.Support@DHHS.NC.GOV