

**N.C. Division of Aging and Adult Services, Administrative Letter No: 11-13
Adult Services Section**

Date: September 20, 2011

Subject: Special Assistance In-Home Case Management Manual

Distribution: County Directors of Social Services
Adult Services Supervisors
Special Assistance Income Maintenance Supervisors

Effective Date: September 20, 2011

The State/County Special Assistance In-Home Program (SA/IH) Manual Section 5600, Case Management Policy and Procedures and Section 5700, Users Manual for the Resident Assessment Instrument for Home Care (RAI-HC), have been removed from the SA/IH Program Manual. These two sections, 5600 and 5700, now comprise the SA/IH Case Management Manual and can be accessed on the Division of Aging and Adult Services (DAAS) manuals webpage at: http://www.ncdhhs.gov/aging/adultsvcs/saihcm_manual.htm. This change is in preparation for the Special Assistance eligibility conversion to NC FAST scheduled for early 2013. The case management policy will be added to the NC FAST system at a later date.

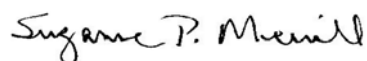
The new SA/IH Case Management Manual, Section 5600, contains revisions that reflect the work of the SA/IH Workgroup, Social Work Subcommittee comprised of County Department of Social Services staff and Adult Programs Representatives. It provides enhanced guidance in program administration, the case management process, coding of case management services, required communication between income maintenance and social work staff as well as links to frequently used forms and references.

Section 5600, has been organized so that it begins with the referral process and guides the social worker all the way to case termination. The case manager's role is more clearly defined in relation to completing the RAI assessment and utilizing the resulting client assessment protocols and triggers in service plan development. Enhanced guidance is provided regarding ongoing case management activities such as determining the payment, monitoring use of payments, changes in client situation, annual reassessment and service plan revision.

Section 5700 is being posted on the DAAS manuals website as well. We are in the process of updating and revising this manual. We will provide the revised version to the Adult Services Committee when it is available.

If you have questions, please contact your Adult Programs Representative:
<http://www.ncdhhs.gov/aging/adultsvcs/aprlist.htm>.

Sincerely,



Suzanne P. Merrill, Chief
Adult Services Section