




North Carolina Department of Health and Human Services  
Division of Aging and Adult Services

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Division Director

**DAAS Administrative Letter No. DAAS-13-20**

**TO:** Area Agency on Aging Directors and I&A Providers

**FROM:** Dennis W. Streets, Division Director 

**SUBJECT:** Information and Options Counseling Implementation

**DATE:** December 3, 2013

The Division of Aging and Adult Services embraces the philosophy and concepts of Options Counseling and is committed to adding it to the existing Information and Assistance (I&A) service. A Provider Performance Review Committee comprised of Information and Assistance providers, representatives from the Area Agencies on Aging and Division staff, met over a period of seven (7) months. The committee merged I&A and Options Counseling Standards and revised the I&A Monitoring Tool to reflect the new Standards.

This expanded service will **become effective July 1, 2014** and be re-named Information and Options Counseling (I&OC). This change strengthens and promotes a person-centered continuum of access services that includes Information, Assistance and Options Counseling. I&OC Standards and the monitoring tool can be found on the Division's website: <http://www.ncdhhs.gov/aging/monitor/mpolicy.htm>

The addition of Options Counseling to I&A means that beginning July 1, 2014, in order to receive Home and Community Care Block Grant funding (HCCBG) for the service presently known as I&A, current and future providers must:

- have at least one certified Options Counselor on staff or
- have a staff person working toward Options Counseling certification with successful completion no later than December 31, 2014.

Information and Options Counseling Standard XI addresses the process and all requirements for Options Counseling certification. Of particular note, successful completion of the following trainings is required for Options Counseling certification:

- Options Counseling Standards Training (online module)
- SHIP Volunteer Counselor Training (online)
- 2-day Person-Centered Thinking Training (\$85-subject to change)
- 1-day Systems Advocacy Training (no charge through September, 2014)
- Options Counseling Training modules (3 online modules)

I&OC will remain a non unit-based service. Service code 040 will continue to be used to document information and assistance contacts. A new service code, 440, will be used in conjunction with the DAAS 101 to document Options Counseling. Reporting and reimbursement requirements are outlined in Information and Options Counseling Standard X.

If you have any questions, please contact Jan Moxley, Options Counseling Program Consultant, at 919-855-4989, [Jan.Moxley@dhhs.nc.gov](mailto:Jan.Moxley@dhhs.nc.gov).

Attachments

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