



# North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Buell, Secretary

E. C. Modlin, ACSW, Director  
(919) 733-3055

March 13, 2001

**Dear County Director of Social Services**

**Re: Clarification of SIS Service Code 132 (LINKS Outreach Services)**

**Attention: Children's Services Supervisors; LINKS Liaisons**

In recent training groups about the LINKS program, several participants raised the issue of requiring a SIS Client ID number for LINKS Outreach Services. Many of the activities coded to this service do not involve direct service to a current client, and the SIS Client ID requirement was interfering with accurate reporting. This problem has been resolved, and effective immediately the code can be used with or without a SIS Client ID.

Service Code 132, LINKS Outreach Services, is used to capture Outreach activities on behalf of former foster youth ages 16-21 who have been discharged from care and may be eligible for further assistance through the LINKS program. Activities may include general outreach activities such as:

- Preparing and distributing informational brochures about available services; or
- providing oral information about LINKS Outreach and Transitional Services to persons or agencies likely to have contact with former foster youth who need assistance, such as homeless shelters, health departments, DSS income maintenance programs and Work First, free clinics, feeding programs, area group homes or institutions, and the local foster parent association.

When service time is used for general outreach activities, i.e. those not specifically delivered to a former foster youth, the DSS-4263 can be used to record blocks of time spent in these activities and no SIS Client ID is required.

Some Outreach activities may be client specific, such as:

- Meeting directly with former foster youth to inform him or her about the availability of services;
- Advocating on behalf of a former foster youth who is applying for services from another agency or who needs assistance in reducing immediate barriers to self-sufficiency.

When Outreach Services are provided to a specific individual, that individual should be asked to apply for voluntary services on the DSS-5027. Other appropriate LINKS services may be opened at that time with the individual client's approval. If the individual is a former foster youth from your county, the former SIS Client ID should be used. If the individual is from another county or state, the agency should assign a new SIS Client ID. This Client ID should be included on the DSS-4263 to reflect client-specific services.



Dear County Director  
March 13, 2001  
Page 2

Note: If the individual refuses to apply for voluntary services, time already spent may be recorded on the DSS 4263 without the SIS Client ID, but service efforts should be terminated based on the refusal. The client should be assured that he or she may apply for LINKS services when or if they wish to do so.

This change is effective February 1, 2001. Please inform your Children's Services staff about this information. If you or your staff have questions about this letter, please contact Joan McAllister, LINKS coordinator, at (919) 733-4622.

Sincerely,



Charles C. Harris  
Chief, Children's Services

cc: Chip Modlin  
Nancy Coston  
Paul Lesieur  
Children's Services Team Leaders  
Children's Program Representatives  
Local Support Managers

