**FAQs**

**Screening and Priority of Service Tool**

**2/13/2020**

1. **What do you suggest providers do with current wait lists? See answer #2.**
2. **There are lists of 200 individuals waiting for service. Are providers to be asked to apply this process to all?**

Yes. As you review the client’s wait list status you can implement the tool in that process. After the initial screening with the tool, for it to be fully beneficial you will need to review the client’s wait list status six months from the date the individual was placed on the wait list. This creates an ongoing process for you to manage your wait list. It is not a one-time thing.

However, if you have a large wait list (200) you may want to phase in the tool or have a one-time initiative to update the wait list. A suggested way to phase in the tool is every month, for six months, review wait list clients using the tool. For example, if you start now, look at clients that were put on the wait list in January and July, regardless of the year they were put on the wait list. Then in February you will look at those from February and August. This way within a six-month period every wait list client will be reviewed.

1. **For step 6 "Waiting for Service" I understand that providers place individuals on ARMS wait list based on score, but how much weight do you place on years on the wait list?**

The priority is the score because it is based on need. However, time is a factor. For instance, if two people have the same score then the length of time on the wait list should be considered. OR, if you add the other columns to have a zip code column the zip code might really matter as to whether the client needs/gets service on a route.

1. **What if the client wants more than one service?**

Multiple services can be screened using one copy of the tool and the spreadsheet is set up so the provider can place the individual on the appropriate service tab of the wait list spreadsheet.

1. **Can more columns be added to the spreadsheet for when the person is assigned to the wait list, removed from the WL and added to a service or re-screened?**

Providers may add as many columns to the Excel wait list spreadsheet template as they wish to capture the data needed to manage their wait lists. As example, columns can be added for zip code and wait list status review due date. For instance, zip code data may be important to show priority within a route for home-delivered meals or for route expansion. Also, since providers are encouraged to manage wait lists, the status review due date can be a helpful reminder to revisit wait listed clients and determine continued eligibility.

If additional information/assistance is needed, please email: [PriorityTool@dhhs.nc.gov](mailto:PriorityTool@dhhs.nc.gov)