

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 5-
2015
Work First Program**

TO: County Directors of Social Services

ATTENTION: Work First Program Administrators and Supervisors

DATE: September 10, 2015

SUBJECT: Work First Program Substance Use Test Results

EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

The purpose of this letter is to provide county Departments of Social Services with additional information regarding the categories of test results and the required case actions.

II. POLICY PROCEDURES

Substance Use Test Results

There are multiple categories of Substance Use test results in eFortes. Below are the categories of test results and the required actions for each result.

A. Negative Test Result

No additional action is required. Proceed with the eligibility determination for the household.

B. Confirmed Positive Test Result

When there is a confirmed positive test result, follow the policy as defined in Work First Manual Section 104B.

C. Out of Range, Diluted or Rejected Test Result

A test result of Out of Range, Diluted or Rejected requires follow-up testing to obtain a conclusive test result of positive or negative. A positive or negative test result must be obtained to determine if the applicant/recipient is eligible for cash assistance. The applicant/recipient is not responsible for the cost of the follow-up substance use test. The cost for a substance use test resulting from an Out of Range, Diluted or Rejected test result is the responsibility of the Department of Health and Human Services.

1. Schedule an appointment for the applicant/recipient needing follow-up testing no later than three business days from the date the inconclusive test result is available in eFortes.
2. At the appointment, inform the applicant/recipient that the test result was inconclusive and follow-up testing is required. Explain that a conclusive, positive or negative, test result is needed to determine their eligibility for cash assistance.

3. If the applicant/recipient fails to keep the scheduled appointment with the case worker, the applicant/recipient is considered non-compliant with their Mutual Responsibility Agreement.
4. If the applicant/recipient has specific questions regarding their test result, refer them to Fortes Laboratories' Customer Service at 1-877-458-6710.
5. Complete a new DSS-8218B, Work First Program Testing Notice, with the applicant/recipient and maintain a copy for the case record. It is not required to complete a new referral to the Qualified Professional in Substance Abuse.
6. Create a new Drug Testing Requisition Form in eFortes and give it to the applicant/recipient. The applicant/recipient must have the eFortes referral form with them when they go to the collection site.
7. Allow the applicant/recipient four business days to complete the follow-up test.
8. Document the case record by using the following text in the comments section of the Substance Use evidence screen: "*The initial test result was inconclusive. Follow up testing must be completed by (date).*"
9. Complete the Good Cause field on the Substance Use evidence screen to allow the applicant/recipient the additional time to comply with the test requirement.
10. If the applicant/recipient fails to comply with follow-up testing, consider the applicant/recipient as being non-compliant with the Substance Use testing requirement.
11. Follow the procedures as outlined in Work First Manual Section 104B regarding case actions for non-compliance with Substance Use testing.

III. IMPLEMENTATION PROCEDURES

This policy is effective upon receipt. Please email any questions to ost.policy.questions@dhhs.nc.gov.

Sincerely,



David Locklear, Chief
Economic and Family Services