

**NC DIVISION OF SERVICES FOR THE BLIND POLICIES AND PROCEDURES  
ADMINISTRATIVE POLICIES AND PROCEDURES**

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**Section:** S  
**Title:** Service Provision for DSB Staff and DSB Staff Family Members  
**Current Effective Date:** 09/12  
**Revision History:** Issued 09/12

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There are occasions when DSB employees are in need of services. DSB policy mandates that all case records shall be of a confidential nature. Therefore, DSB staff in need of DSB services shall be referred to an area office other than the office in which he or she is employed. DSB staff seeking services must meet all eligibility criteria. The respective program chief in consultation with the area supervisors involved will determine which office will serve the DSB employee. The closed case record must immediately be forwarded to the state office and will be maintained according to the records retention policy.

Additionally, when any family member of a DSB employee is in need of services, the family member will be referred to an area office other than the one where the DSB employee is stationed. All family members of DSB employees must meet all eligibility criteria. The respective program chief, in consultation with the program area supervisor, will determine which office will provide the services. Upon closure, the case record must be immediately forwarded to the state office, and will be maintained according to the records retention policy.