



## CHANGE NOTICE FOR MANUAL

**DATE:** June 25, 2018  
**MANUAL:** WORK FIRST MANUAL  
**CHANGE NO.:** 2-2018  
**TO:** County Directors of Social Services  
**EFFECTIVE:** July 1, 2018

### I. BACKGROUND

This Change Notice provides notification of revision to Work First Manual Section 104B, Substance Use/ Mental Health Initiative. The revision includes changes to substance use testing procedures and integrates policy guidance from DSS Administrative Letter Economic and Family Services/ Work First No. 5-2015. The revision also includes language adjustments and other grammatical changes.

### II. SPECIFIC CHANGES

#### A. Section IV, Referral Process for Substance Use Testing

1. WF 104B. IV.A, Referring Applicants and Recipients for Substance Use Testing
  - a. The substance use contract vendors' electronic records management system is i3 Screen.
  - b. The case owner completes an electronic referral for substance use testing at [i3screen.net](http://i3screen.net) for the designated applicant/recipient.
  - c. i3screen is not a part of NC FAST and the referral must be printed locally.
  - d. Figure 104B-1, Collection Site Desk Reference, is obsolete.
2. WF 104B. IV.B, Collection Site Procedures
  - a. The applicant/recipient must have a referral generated from the i3screen platform, with them when they go to the collection site.
  - b. If the applicant/recipient is unable to complete the test or leaves without completing the collection process, the vendor will document in i3screen.
3. WF 104B. IV. C, Notification of Test Results
  - a. A report of the test results will be available within 72 hours after the specimen is delivered to the lab for analysis.
  - b. An initial positive test result will delay the return of the final test result.
  - c. The vendor will notify county staff, via telephone call or email, if the final report of the results will take longer than three (3) business days.
  - d. The vendor is available Monday – Friday from 8:00 am through 5:00 pm (except State government holidays). Consult the i3screen homepage for contact information.

4. WF 104B. IV.D, Categories of Test Results

- a. There are multiple categories of Substance Use test results. A list of the categories is provided and the required action for each test result.
- b. Refer the applicant/recipient to the MRO if there are questions regarding specific results.
- c. A test result of Out of Range, Diluted or Rejected requires follow-up testing.
- d. Schedule an office visit for no later than five (5) business days from the date of the inconclusive test.
- e. The Department of Health and Human Services is responsible for the cost of follow-up testing due to Out of Range, Diluted or Rejected test results.
- f. Create a new referral for the follow up substance use test. The applicant/recipient has four (4) business days to complete the follow up test.

5. WF 104B. IV. E, Request to Re-test

County staff must contact the Work First Substance Use Contract Administrator for re-test instructions within five (5) business days of receiving the applicant/recipient request.

**B. Section XII Voluntary Mental Health Screening**

Figure 104B-2, Emotional Health Inventory is now the DSS- 8214.

**III. IMPLEMENTATION PROCEDURES**

This policy is effective July 1, 2018. Apply this policy to applications, reviews and changes in situation initiated on or after July 1, 2018.

Effective July 1, 2018, DSS Administrative Letter 5-2015: Work First Program Substance Use Test Results will be obsolete.

Please email any questions regarding this policy to the Economic and Family Services Operational Support Team (ES OST) via [DSS.Policy.questions@dhhs.nc.gov](mailto:DSS.Policy.questions@dhhs.nc.gov).

Sincerely,



David Locklear, Deputy Director  
Economic and Family Services  
Division of Social Services

DL/sdm

Attachment:  
WF 104B