



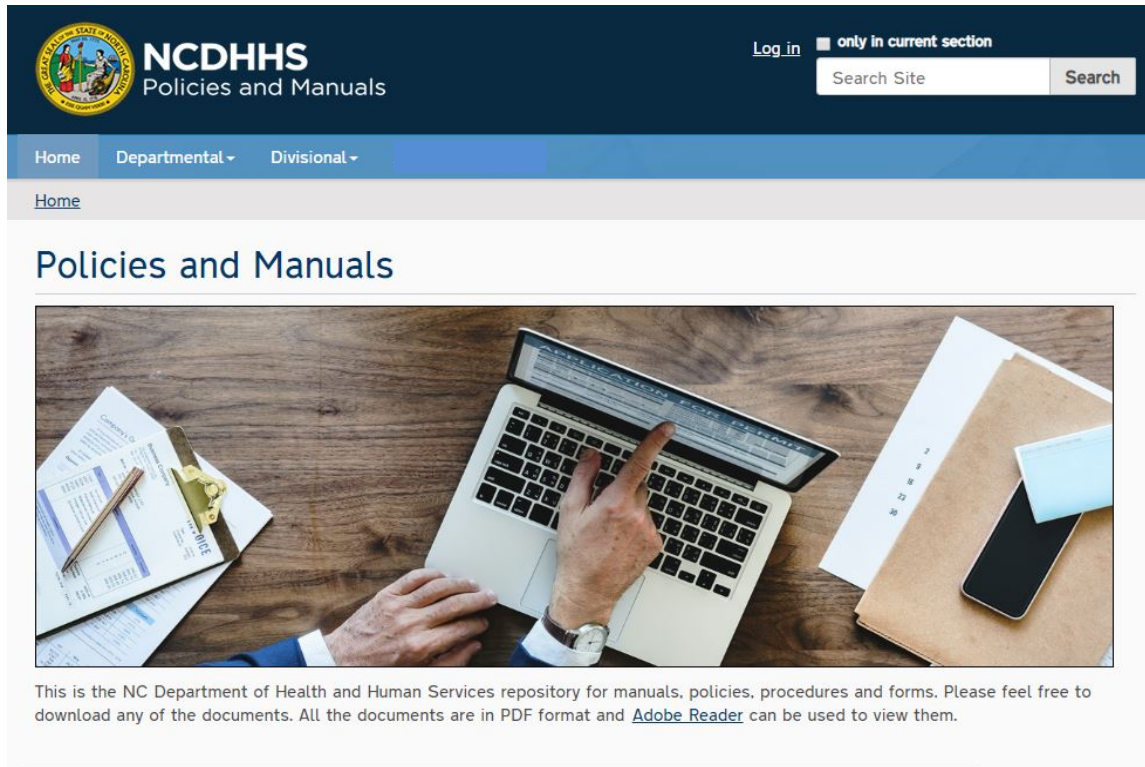
NC Department of Health and Human Services

Navigating the DHHS Policies and Manuals Website

DHHS Office of Communications

Aug. 1, 2019

DHHS Policies and Manuals



The screenshot shows the top portion of the NCDHHS website. On the left is the NCDHHS logo with the text "NCDHHS Policies and Manuals". To the right is a "Log in" link and a search bar with the text "only in current section" and "Search Site". Below the header is a navigation menu with "Home", "Departmental", and "Divisional" options. The main content area features the heading "Policies and Manuals" and a photograph of a person's hands using a laptop on a desk with various office supplies. Below the photo is a paragraph of text explaining the website's purpose as a repository for manuals, policies, procedures, and forms, and noting that all documents are in PDF format and can be viewed with Adobe Reader.

NCDHHS
Policies and Manuals


Log in only in current section

Search Site

Home Departmental Divisional

Home

Policies and Manuals



This is the NC Department of Health and Human Services repository for manuals, policies, procedures and forms. Please feel free to download any of the documents. All the documents are in PDF format and [Adobe Reader](#) can be used to view them.

On Aug. 1, 2019, the NC Department of Health and Human Services launched a new website (<https://policies.ncdhhs.gov/>) for departmental and divisional policies, manuals and forms. This website offers better search capabilities, improved content organization and an updated design. Here are some tips to help navigate the site.

Departmental Forms, Manuals and More

NCDHHS
Policies and Manuals

Log in only in current section

Search Site Search

Home Departmental Divisional

Home

Policies and Manuals

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For Policies, Forms and Secretarial Directives that impact all of DHHS, click the Departmental button on the homepage.

Departmental Forms, Manuals and More

The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link, a checkbox for "only in current section", and a search bar with "Search Site" and "Search" buttons. The navigation menu has "Home", "Departmental", and "Divisional" options. The breadcrumb trail shows "Home" and "Departmental". A left sidebar menu is titled "Departmental" and contains "Policies/Manuals", "Secretarial Directives", and "Forms". The main content area is titled "Departmental" and contains the text: "For general questions about Departmental policies and procedures, contact ✉[Marjorie Donaldson](#)." Below this is a table with two columns: "Title" and "Effective Date".

Title	Effective Date
Policies/Manuals	May 23, 2018
Secretarial Directives	May 23, 2018
Forms	May 23, 2018

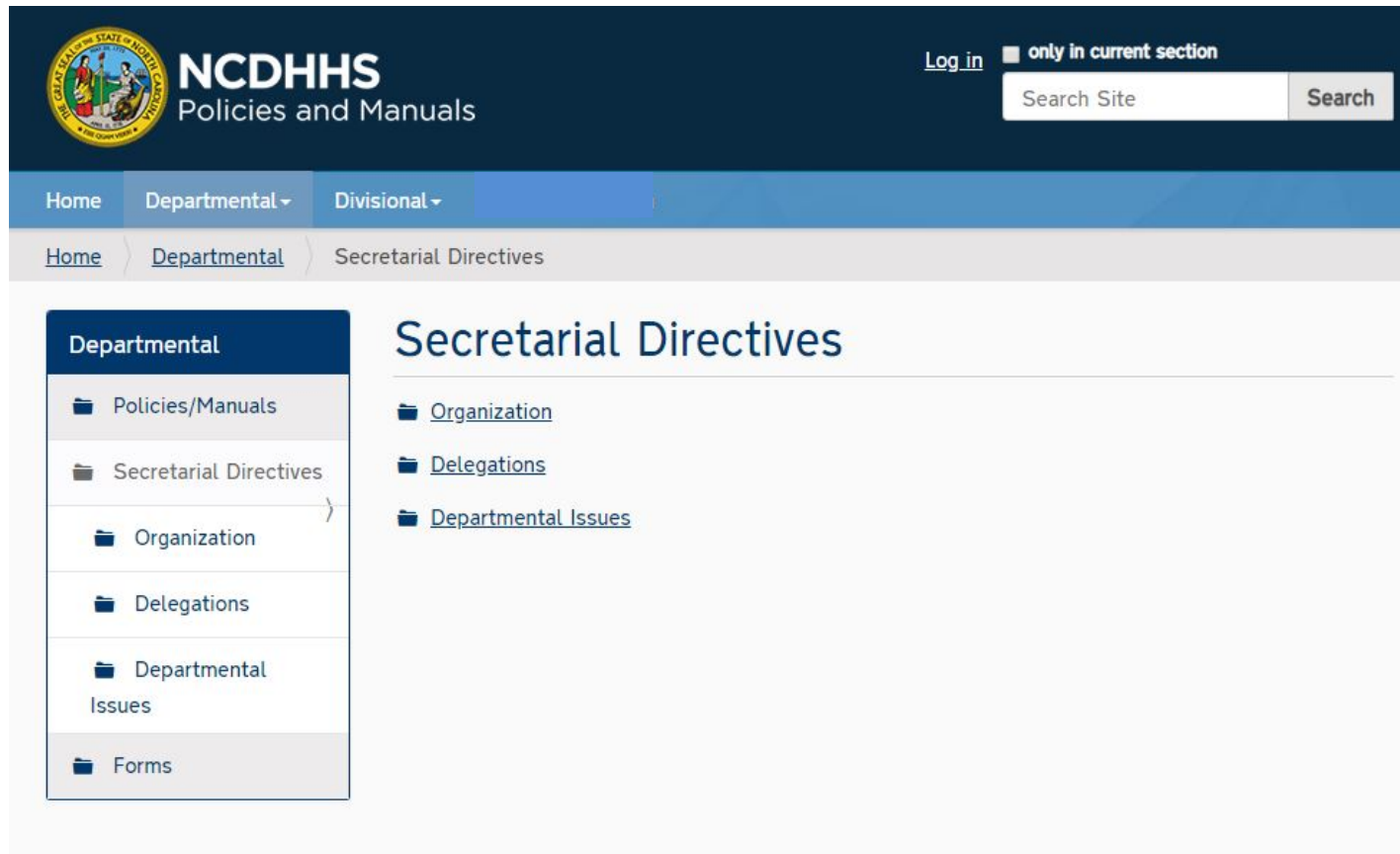
You will be redirected to a page where you may select Policies/Manuals, Secretarial Directives or Forms.

Departmental Policies and Manuals

The screenshot shows the NCDHHS Policies and Manuals website. At the top left is the NCDHHS logo and the text "NCDHHS Policies and Manuals". To the right is a "Log in" link and a search bar with the text "only in current section", "Search Site", and a "Search" button. Below the header is a navigation bar with "Home", "Departmental", and "Divisional" tabs. Under "Departmental", there is a sub-menu with "Home", "Departmental", and "Policies/Manuals" links. The main content area is titled "Policies/Manuals" and features a list of sections: Section I - Policy Coordination, Section II - Budget and Finance, Section IV - General Administration, Section V - Human Resources, Section VI - Property and Construction, Section VII - Procurement and Contract Services, Section VIII - Privacy and Security, Section IX - Transportation Services, Section X - Information Technology, and Section XI - Employee Wellness. A left sidebar under the "Departmental" heading lists the same sections with expandable arrows.

The Policies/Manuals link will take you to a page where you may select a program to view its policies or, if applicable, its manuals. Remember: A Manual is a collection of Policies.

Departmental Secretarial Directives



The screenshot displays the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link, and a search bar with the text "only in current section" and "Search Site". The navigation menu shows "Home", "Departmental", and "Divisional". The breadcrumb trail indicates the current location: "Home > Departmental > Secretarial Directives". The main content area is titled "Secretarial Directives" and features a sidebar menu with the following items: Policies/Manuals, Secretarial Directives, Organization, Delegations, Departmental Issues, and Forms. The main content area lists three sub-sections: Organization, Delegations, and Departmental Issues.

Secretarial Directives are organized by Organization, Delegations and Departmental Issues.

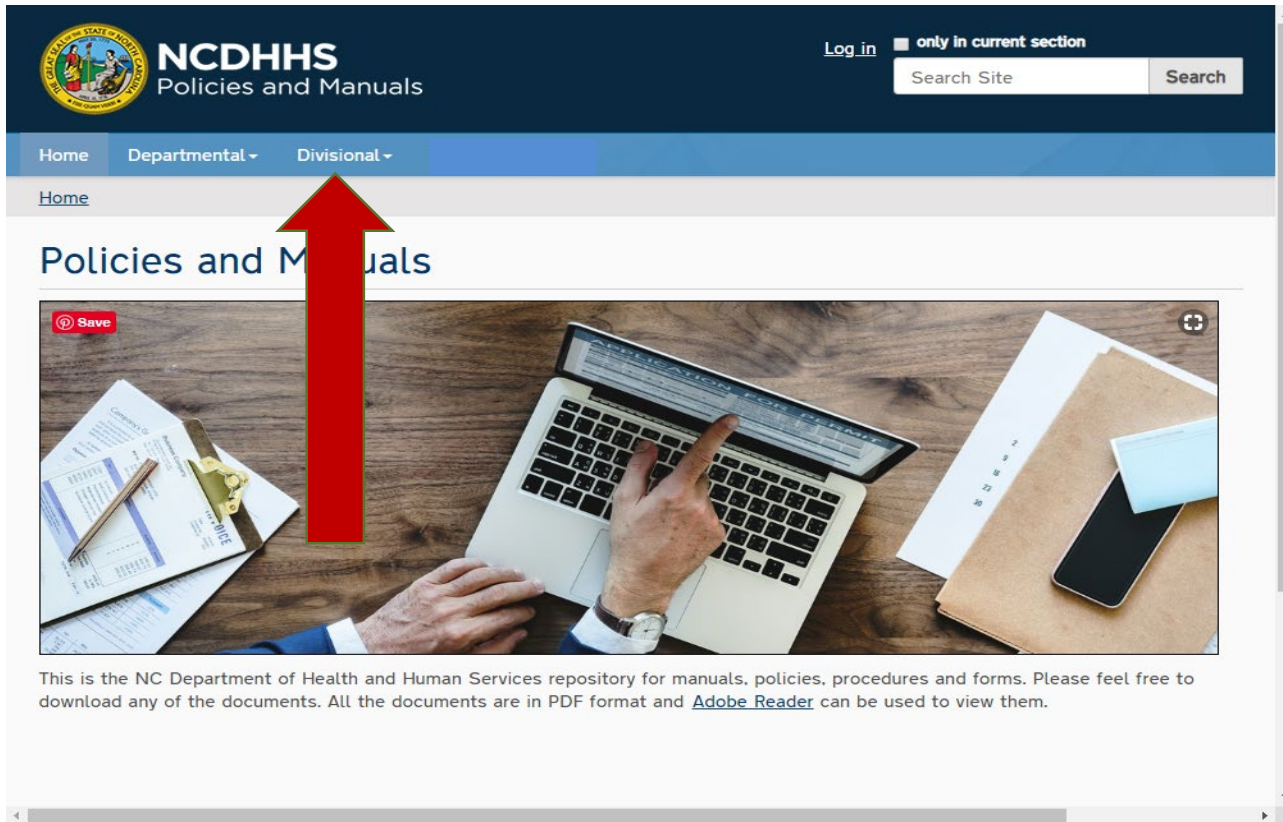
Departmental Forms

The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link, and a search bar with the text "only in current section" and "Search Site". The navigation menu includes "Home", "Departmental", and "Divisional". The breadcrumb trail shows "Home", "Departmental", and "Forms". A left sidebar menu is open to "Departmental", showing "Policies/Manuals", "Secretarial Directives", and "Forms". The main content area is titled "Forms" and contains a table with two columns: "Title" and "Effective Date".

Title	Effective Date
<input type="checkbox"/> Liability Waiver For Employees Using the Haywood Gymnasium Facility	Oct 12, 2018
<input type="checkbox"/> Liability Waiver for Employees Participating in Fitness Activities at Work	Oct 12, 2018
<input type="checkbox"/> State Property Incident Report to SBI (2/06)	Feb 01, 2006
<input type="checkbox"/> Haywood Gymnasium Facility Request Form	Oct 05, 2015
<input type="checkbox"/> NC DHHS Liability Waiver for Groups or Organizations Using the Haywood Gymnasium Facility	May 07, 2014
<input type="checkbox"/> Budget Travel Authorization	Apr 05, 2019
<input type="checkbox"/> Request for Medicaid Waiver	Apr 10, 2019
<input type="checkbox"/> Drug Test Program Applicant Consent and Acknowledgment Form	Sep 02, 2011
<input type="checkbox"/> Drug Test Program Consent and Acknowledgment Form for CDL Applicant and CDL Random	Apr 08, 2009
<input type="checkbox"/> Drug Test Program Consent and Acknowledgment Form	Apr 08, 2009
<input type="checkbox"/> Criminal Record Check Consent Form	Feb 01, 2009

The Forms section under Departmental contains all Forms that relate to DHHS as a whole. These include many Human Resources forms for DHHS employees, and forms issued by the Office of Budget and Analysis and Office of the Controller.

Divisional



The screenshot shows the top navigation bar of the NCDHHS Policies and Manuals website. The navigation bar includes a 'Home' link, a 'Departmental' dropdown menu, and a 'Divisional' dropdown menu. A large red arrow points to the 'Divisional' menu item. Below the navigation bar, the page title 'Policies and Manuals' is displayed. The main content area features a photograph of a person's hands using a laptop, with a 'Save' button in the top left corner of the image. Below the photograph, there is a paragraph of text: 'This is the NC Department of Health and Human Services repository for manuals, policies, procedures and forms. Please feel free to download any of the documents. All the documents are in PDF format and [Adobe Reader](#) can be used to view them.'

If you need Forms, Policies, Change Notices or Administrative Letters that pertain to a certain Division, please click the Divisional button. You may also hover over the button and get a menu listing the Divisions.

Divisional

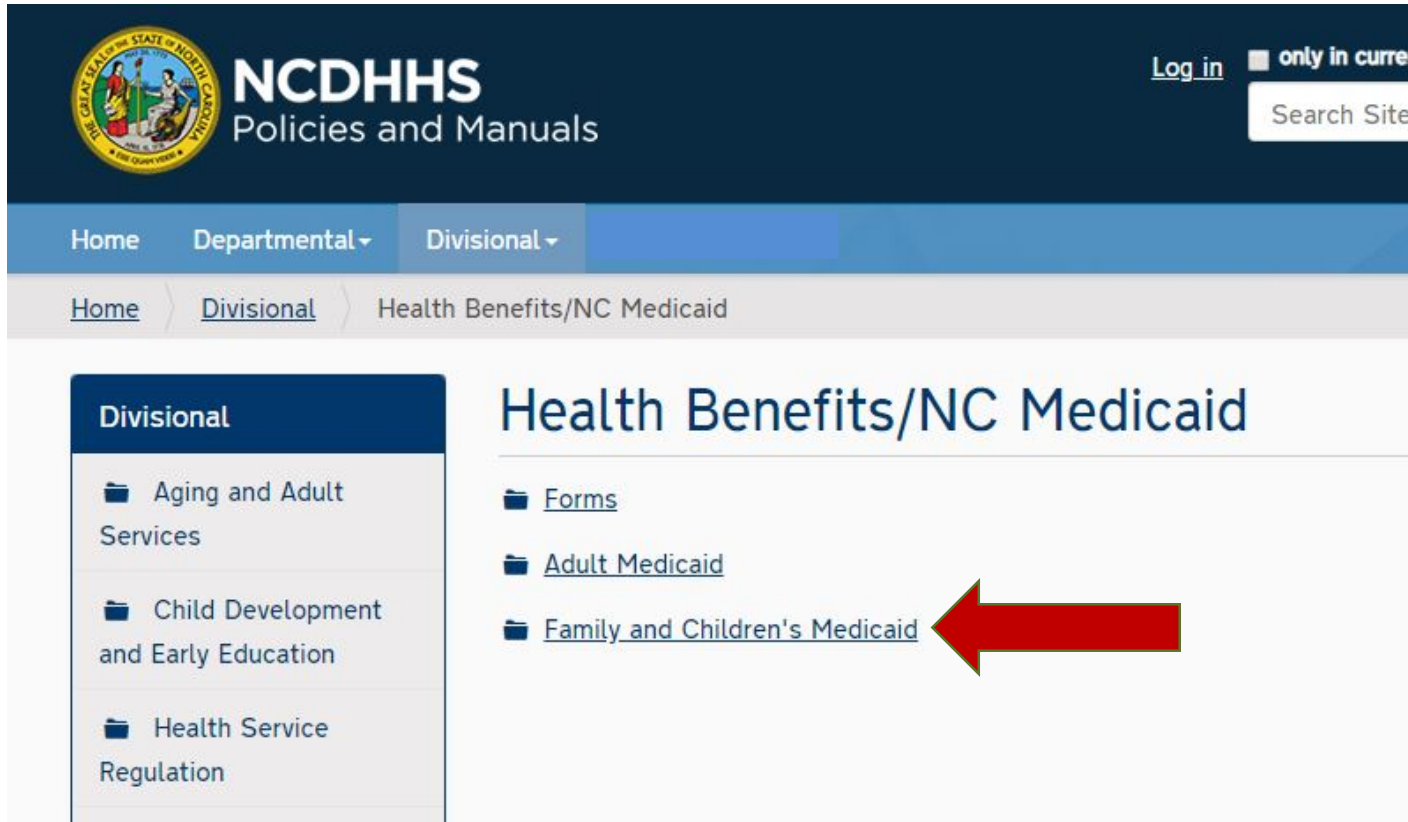


The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link, and a search bar with the text "only in current section". The navigation menu includes "Home", "Departmental", and "Divisional". The "Divisional" menu is expanded, showing a list of divisional links:

- [Aging and Adult Services](#)
- [Child Development and Early Education](#)
- [Health Service Regulation](#)
- [Mental Health, Developmental Disabilities and Substance Abuse Services](#)
- [Health Benefits/NC Medicaid](#)
- [Public Health](#)
- [Services for the Blind](#)
- [Services for the Deaf and Hard of Hearing](#)
- [Social Services](#)
- [Vocational Rehabilitation Services](#)

Click the name of the Division to get to its Forms, Policies, Change Notices or Administrative Letters.

Divisional - Medicaid



The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo and the text "NCDHHS Policies and Manuals". There is a "Log in" link and a search box labeled "Search Site". The navigation menu shows "Home", "Departmental", and "Divisional". The breadcrumb trail is "Home > Divisional > Health Benefits/NC Medicaid". The main content area is titled "Health Benefits/NC Medicaid" and contains a list of links: "Forms", "Adult Medicaid", and "Family and Children's Medicaid". A red arrow points to the "Family and Children's Medicaid" link.

Under Health Benefits/Medicaid, Policies, Administrative Letters and Change Notices are listed by Program. Click one of the program names to get to the content you need.

Administrative Letters and Change Notices



The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo and the text "NCDHHS Policies and Manuals" with a "Log in" link. The navigation menu includes "Home", "Departmental", and "Divisional". The breadcrumb trail shows "Home > Divisional > Health Benefits/NC Medicaid > Family and Children's Medicaid > Adr". The main content area is titled "Administrative Letters" and features a list of years: 2019, 2018, 2017, 2016, and 2015. A red arrow points to the "2019" link. On the left, there is a "Divisional" sidebar with categories: Aging and Adult Services, Child Development and Early Education, Health Service Regulation, and Mental Health, Developmental Disabilities and Substance.

This content is organized by year. Click a year to show all Letters or Notices issued during that year.

Administrative Letters and Change Notices

The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text 'NCDHHS Policies and Manuals', a 'Log in' link, and a search bar. The navigation menu shows 'Home', 'Departmental', and 'Divisional'. The breadcrumb trail is 'Home > Divisional > Health Benefits/NC Medicaid > Family and Children's Medicaid > Administrative Letters > 2019'. The main content area is titled '2019' and 'Family and Children's Medicaid 2019 Administrative Letters'. A table lists the letters with columns for NUMBER, SUBJECT, and EFFECTIVE DATE. A red arrow points to the 'Medicaid Verification Reports' entry.

NUMBER	SUBJECT	EFFECTIVE DATE
05-19	Spousal Impoverishment Standards	July 1, 2019
04-19	Medicaid Verification Reports	June 1, 2019
03-19	Hawkins V. Cohen Procedure	May 13, 2019
02-19	The Work Number Procedures	March 6, 2019
01-19	Extension Of Eligibility At Recertification	February 8, 2019

Filed under: [Family and Children's Medicaid](#) [Administrative Letters](#) [2019](#)

Click on the Letter you want to view it as a .pdf document.

Divisional - DSS

The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link with a "only in current section" checkbox, and a search bar with "Search Site" and "Search" buttons. The navigation menu is set to "Divisional". The breadcrumb trail shows "Home > Divisional > Social Services".

Divisional

- Aging and Adult Services
- Child Development and Early Education
- Health Service Regulation
- Mental Health, Developmental Disabilities and Substance Abuse Services
- Health Benefits/NC Medicaid
- Public Health
- Services for the Blind

Social Services

Title	Effective Date
Forms	May 23, 2018
Child Support	May 02, 2019
Child Welfare Services	May 02, 2019
Energy Programs	May 02, 2019
Enterprise Program Integrity Control System (EPICS)	May 02, 2019
Food and Nutrition Services	May 02, 2019
Food and Nutrition Services Disaster	Jun 13, 2019
Food Stamp Information System (FSIS) Users	May 01, 2019
Refugee Assistance	May 02, 2019
Services Information System (SIS)	May 22, 2019

Like Medicaid, Policies, Administrative Letters and Change Notices for the Division of Social Services are arranged by Division.

Divisional - DSS

The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link, and a search bar with the text "only in current section". The navigation menu includes "Home", "Departmental", and "Divisional". The breadcrumb trail shows "Home > Divisional > Social Services > Child Welfare Services". The main content area is titled "Child Welfare Services" and contains a table with the following data:

Title	Effective Date
Policy/Manuals	Apr 30, 2019
Administrative Letters	May 15, 2019
Change Notices	May 15, 2019

On the left side of the page, there is a "Divisional" sidebar menu with the following items:

- Aging and Adult Services
- Child Development and Early Education
- Health Service Regulation
- Mental Health, Developmental Disabilities and Substance Abuse Services

Here you will find links to the Policies, Administrative Letters and Change Notices for Child Welfare Services.

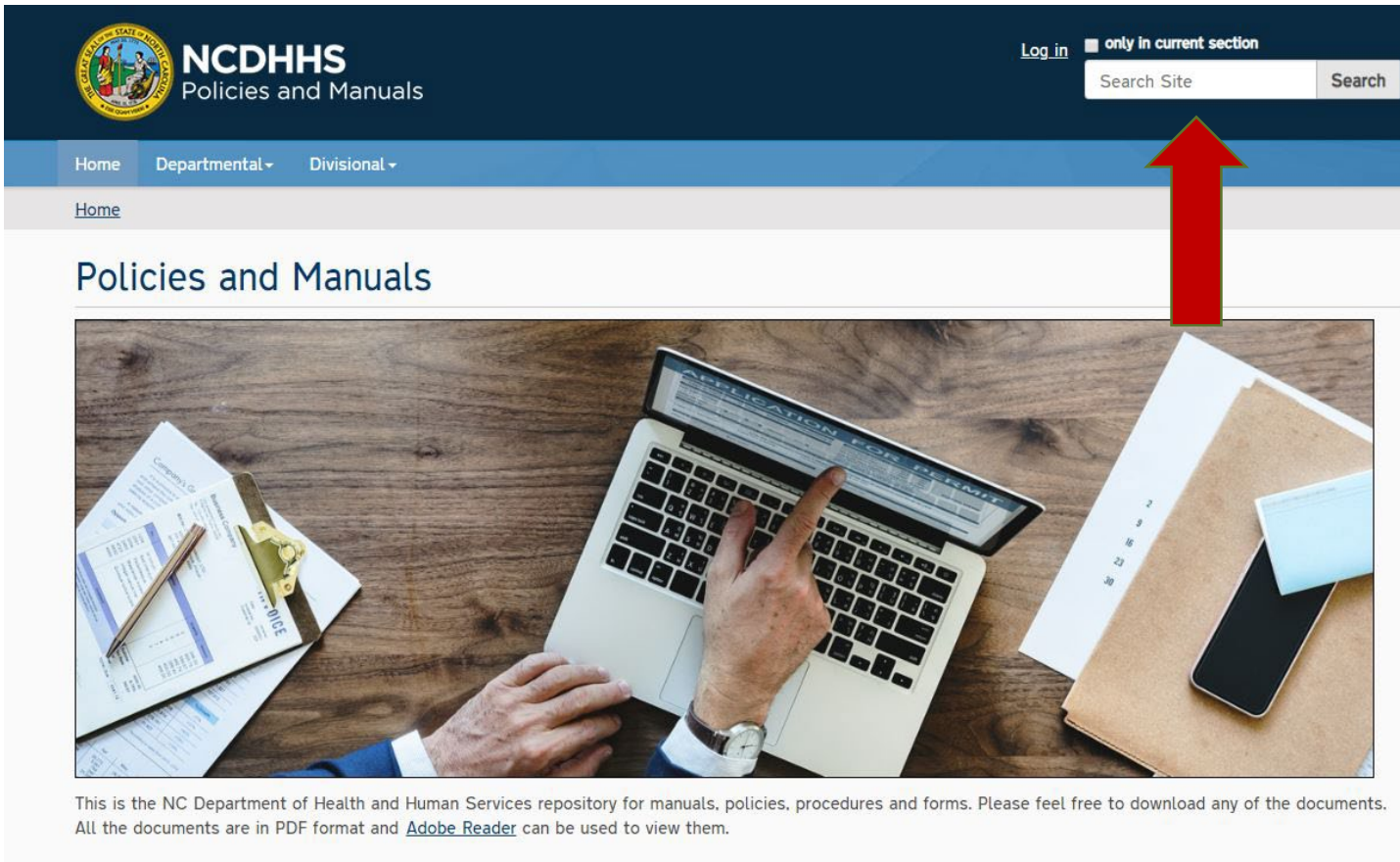
Divisional - Others

The screenshot shows the NCDHHS Policies and Manuals website. The header includes the NCDHHS logo, the text "NCDHHS Policies and Manuals", a "Log in" link, and a search bar. The navigation menu is set to "Divisional". The breadcrumb trail is "Home > Divisional > Services for the Blind". The main content area is titled "Services for the Blind" and contains a table with the following data:

Title	Effective Date
Policies/Manuals	May 29, 2018
Forms	May 23, 2018

Other Divisions, such as Services for the Blind, with less content than Medicaid or DSS, have grouped all their Policies and Manuals together

Search



The screenshot shows the top portion of the NCDHHS website. On the left is the NCDHHS logo and the text "NCDHHS Policies and Manuals". On the right, there is a "Log in" link, a checkbox labeled "only in current section", and a search bar with the text "Search Site" and a "Search" button. Below the search bar is a navigation menu with "Home", "Departmental", and "Divisional" options. A red arrow points from the search bar down to a photograph of a person's hands using a laptop. The laptop screen displays a form titled "APPLICATION FOR PERMIT". To the left of the laptop is a clipboard with a pen and some papers. To the right is a cardboard folder with a smartphone on top.

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The new Policies and Manuals website includes more robust search capabilities to help you more easily find what you need. The search bar is located at the top right of the page.

Search Box

The screenshot shows the NCDHHS Policies and Manuals website. At the top left is the NCDHHS logo and the text "NCDHHS Policies and Manuals". At the top right, there is a "Log in" link and a checkbox labeled "only in current section" which is checked. Below this is a search bar containing the text "haywood gym" and a "Search" button. A red arrow points to the "only in current section" checkbox. Below the search bar, there is a "Filter the results" button. The search results are displayed below the search bar, showing "Search results for haywood gym". There is a link to "Subscribe to an always-updated RSS feed." and a "Sort by" section with options for "relevance", "date (newest first)", and "alphabetically". The results show "5 items matching your search terms." and a list of five items:

1. [NC DHHS Liability Waiver for Groups or Organizations Using the Haywood Gymnasium Facility](#) Located in [Departmental](#) / [Forms](#)
2. [Liability Waiver For Employees Using the Haywood Gymnasium Facility](#) Located in [Departmental](#) / [Forms](#)
3. [Use of Haywood Gymnasium](#) Located in [Departmental](#) / ... / [Section XI – Employee Wellness](#) / [Policies](#)
4. [Haywood Gymnasium Facility Request Form](#) Located in [Departmental](#) / [Forms](#)
5. [Employee Wellness Program](#) Located in [Departmental](#) / ... / [Section XI – Employee Wellness](#) / [Policies](#)

For example, searching on “Haywood Gym” would bring up all Policies and Forms regarding the gym. You can also click the “only in current section” box to search within a specific section of the website.

Questions?

We hope you find the new Policies and Manuals website informative and easy to use. If you have technical questions about the site and how it works, please email the DHHS Web Team at webservices@dhhs.nc.gov.