

**ADULT PROTECTIVE SERVICES  
MONITORING TOOL  
INSTRUCTIONS**

**Note: When reviewing screened out records, complete section I. only.  
When reviewing unsubstantiated records, complete sections I., II., and V.  
When reviewing substantiated records, complete all sections.**

**I. Intake/Screening**

**A. Intake Information (Do not deduct points for information that was documented as unavailable)**

1. 5 = Information is complete, this should include: a) name and address of the disabled adult, b) name and address of the disabled adult's caretaker, and c) the age of the disabled adult  
3 = Some information is missing  
0 = No identifying information is available  
*[G.S. 108A-102(a) and (b)]*  
*[10A NCAC 71A .0908 (1)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. B 1.]*
  
2. 2 = Other pertinent information recorded, including the identification of collateral contacts  
1 = Some information is missing  
0 = no pertinent information is obtained  
*[G.S. 108A-102(a) and (b)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. B 1.]*
  
3. 3 = Reporter type of notice is documented  
0 = Reporter type of notice is not documented  
*[10A NCAC 71A.0202]*  
*[FSM Volume V, Chapter VII, Section 6510, III. B 2.]*
  
4. 3 = The nature and extent of the client's injury or condition resulting from abuse, neglect or exploitation are clearly documented  
2 = The nature and extent of the client's injury or condition resulting from abuse, neglect or exploitation are not clearly documented  
0 = The nature and extent of the client's injury or condition resulting from abuse, neglect or exploitation are not documented  
*[G.S. 108A-102(a) and (b)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. B 1.]*
  
5. a. 2 = Allegations indicate incapacity due to a disability  
1 = Unclear indications regarding incapacity and disability  
0 = No statements regarding incapacity due to disability  
  
b. 2 = Allegations indicate adult has been A/N/E  
1 = Unclear indications regarding whether adult is A/N/E  
0 = No statements regarding whether adult is A/N/E

- c. 2 = Allegations indicate adult needs protective services
  - 1 = Allegations are unclear as to whether the adult needs protective services
  - 0 = No statements as to whether the adult needs protective services
- [10A NCAC 71A.0201]*  
*[FSM Volume V, Chapter VII, Section 6510, III. B 2.]*

**B. Screening Decision**

- 5 = Documented screening decision is congruent with criteria
  - 3 = Documented screening decision is partially congruent with criteria
  - 0 = Documented screening decision is incongruent with criteria
- [G.S. 108A-101]*  
*[10A NCAC 71A.0201]*  
*[FSM Volume V, Chapter VII, Section 6510, III. B 3.]*

**Indicate if completion of the record review tool was stopped following the review of the Intake/Screening section.** Specify if the review was stopped due to the county making:

- an incongruent Screen In decision (the county screened in a report that should have been screened out based on information gathered at Intake) or
  - a Screen Out decision.
- Enter an “X” or other character in the relevant box.

**II. Evaluation (Do not complete this section if case is screened out)**

**A. Initiation**

1. 5 = Initiation is within legally mandated timeframes or documented why not  
0 = Not initiated within legally mandated timeframes or not documented as to why not  
*[G.S. 108A-101(g)]*  
*[G.S. 108A-103(d)]*  
*[10A NCAC 71A .0102, .0204, and 0205]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C.]*
2. 5 = Follow up to initiate timely when client not available/found during initial contact  
0 = Follow up not initiated timely when client not available/found during initial contact  
*[10A NCAC 71A.0205]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 2.]*
3. 1 = DSS-5027 Sections A, B, and H are complete and accurate  
0 = DSS-5027 Sections A, B, and H are incomplete or inaccurate  
*[10A NCAC 71R .0405]*  
*[SIS User’s Manual, I., II., and III]*  
**Note:** No application is required for APS, however for data entry purposes certain sections of the DSS-5027 are required as indicated in the Provision of Services Manual, Section II, A.

**B. Assessment**

1. a. 2 = Social functioning was thoroughly assessed and evaluated  
1 = Social functioning was only partially assessed and evaluated  
0 = Social functioning was not assessed

- b. 2 = Environmental area was thoroughly assessed and evaluated  
1 = Environmental area was only partially assessed and evaluated  
0 = Environmental area was not assessed
- c. 2 = Mental assessment was thoroughly assessed and evaluated  
1 = Mental assessment was only partially assessed and evaluated  
0 = Mental assessment was not conducted
- d. 2 = Physical functioning was thoroughly assessed and evaluated  
1 = Physical assessment was only partially assessed and evaluated  
0 = Physical assessment was not conducted
- e. 2 = ADL's and IADL's were thoroughly assessed and evaluated  
1 = ADL's and IADL's were only partially assessed and evaluated  
0 = ADL's and IADL's were not assessed
- f. 2 = Economic situation was thoroughly assessed and evaluated  
1 = Economic situation was only partially assessed and evaluated  
0 = Economic situation was not assessed  
*[10A NCAC 71A.0208]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 2.]*

- 2. 2 = Documentation of assessment was thorough  
1 = Documentation of assessment had gaps in information gathered  
0 = Documentation of assessment was not done  
*[G.S. 108A-103]*  
*[10A NCAC 71A.0208]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 2.]*

- C. 4 = **Documentation reflects that the client's strengths and limitations** were assessed or reasons were documented as to why not  
2 = Documentation was incomplete regarding client's strengths and limitations  
0 = There was no documentation regarding client's strengths and limitations  
*[10A NCAC 71A.0208]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 2.]*

- D. 1 = **Petitions were done as needed** (Document 0 in "Points Applicable" if not needed)  
0 = Petitions were not done when needed

- 1. Administrative Search and Inspection Warrant
  - a. 1 = Appropriate reasons were documented  
0 = Appropriate reasons were not documented
  - b. 1 = Copy of the affidavit is in the file  
0 = Copy of affidavit is not in the file

(Document 0 in "Points Applicable" if not needed)

*[G.S. 108A-106(e)]*

*[FSM Volume V, Chapter VII, Section 6510, III. C. 3.]*

2. Inspect/Freeze Financial Assets
  - a. 1 = Appropriate reasons documented  
0 = Appropriate reasons were not documented
  - b. 1 = Copy of petition is in the file  
0 = Copy of petition is not in the file

(Document 0 in “Points Applicable” if not needed)

*[G.S. 108A-106(f)]*

*[10A NCAC 71A.0905]*

*[FSM Volume V, Chapter VII, Section 6510, III. C.2.]*

**E. Situations Requiring Immediate Notification** (Document 0 in “Points Applicable” if the situation does not require an immediate notification)

**Quality Scoring**

3 = Documentation reflects appropriate response to situation requiring immediate notifications

2 = Documentation reflects a response, but it was not appropriate

0 = Documentation reflects no response to situation requiring immediate notifications

*[G.S. 108A-109]*

*[10A NCAC 71A .0503 and .0906]*

*[FSM Volume V, Chapter VII, Section 6510, III. B. 2., C. 1. and 2., J.2.]*

**Timeliness Scoring**

5 = Response and notification were done in a timely manner

0 = Response and notification were not timely

*[G.S. 108A-109]*

*[10A NCAC 71A .0503 and .0906]*

*[FSM Volume V, Chapter VII, Section 6510, III. B. 2., C. 1. and 2., J.2.]*

**F. 2 = Results of court action** and copies of warrants/orders are documented

1 = Some of results and warrants/orders are documented

0 = None of the court action/warrants/orders are documented

(Document 0 in “Points Applicable” if not needed)

*[10A NCAC 71A .0908]*

*[FSM Volume V, Chapter VII, Section 6510, III. I.]*

**G. Essential Interviews**

1. 5 = Client was seen and interviewed or documentation explains why not

0 = Client was not seen and interviewed and there was no documentation to explain why not

*[G.S. 108A-103]*

*[10A NCAC 71A .0206]*

*[FSM Volume V, Chapter VII, Section 6510, III. C. 1. and 2.]*

2. 4 = All collaterals were thoroughly interviewed

2 = Collaterals were interviewed, but significant questions were not asked OR all collaterals were not interviewed

0 = Collaterals were not contacted

*[G.S. 108A-103]*

*[10A NCAC 71A .0206 and .0801]*

*[FSM Volume V, Chapter VII, Section 6510, III. C. 1. and 2.]*

3. 4 = All allegations were addressed  
2 = All allegations were addressed, but not sufficiently to thoroughly evaluate  
0 = Some or all allegations were not addressed  
*[G.S. 108A-103]*  
*[10A NCAC 71A .0206]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 1. and 2.]*
4. 4 = Other indicators of A/N/E were identified/documented/addressed  
2 = Other indicators of A/N/E were identified or documented, but not addressed  
0 = Other indicators of A/N/E existed, but were not identified/documented or addressed  
(Document 0 in “**Points Applicable**” if no other indicators of A/N/E)  
*[G.S. 108A-103]*  
*[10A NCAC 71A .0206]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 1. and 2.]*
5. Additional Assistance/Information (Document 0 in “Points Applicable” if not needed or it was inaccessible)
  - a. 2 = Assistance/information from medical /physical evaluation was obtained  
1 = Information from medical/physical was not complete as needed for thorough evaluation  
0 = No information/assistance was requested although the need existed
  - b. 2 = Assistance/information from psychological/mental evaluation was obtained  
1 = Information from psychological/mental evaluation was not complete as needed for thorough evaluation  
0 = No assistance/information was requested although the need existed
  - c. 1 = Other significant assistance/information was obtained and evaluated  
0 = Other significant assistance/information was needed but not obtained  
*[G.S. 108A-103]*  
*[10A NCAC 71A .0206] t*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 1. and 2]*

**H. Documentation reflects:**

1. 2 = Adult is/is not incapacitated due to a disability  
1 = Doubt as to incapacity/disability  
0 = Does not address incapacity/disability  
*[G.S. 108A-101]*  
*[10A NCAC 71A .0207]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 2.]*
2. 2 = Adult is/is not abused, neglected or exploited  
1 = Doubt as to whether the adult is/is not abused, neglected or exploited  
0 = Does not address abuse, neglect or exploitation  
*[G.S. 108A-101]*  
*[10A NCAC 71A .0207]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 2.]*

3. 2 = Adult is/is not in need of protective services  
 1 = Doubt as to whether the adult is/is not in need of protective services  
 0 = Does not address the need for protective services  
*[G.S. 108A-101]*  
*[10A NCAC 71A .0207]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 1. and 2.]*

**I. Case decision is:**

1. 2 = Documented and congruent with criteria  
 1 = Not documented but implied to be congruent with criteria  
 0 = Not congruent with criteria  
*[10A NCAC 71A .0209]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*
2. 5 = Case decision is made within 30 days of report date for abuse/neglect  
 0 = Case decision not made with statutory timeframes  
*[G.S. 108A-103]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 1.]*
3. 5 = Case decision is made within 45 days of report date for exploitation  
 0 = Case decision not made with statutory timeframes  
*[G.S. 108A-103]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C. 1.]*
4. 2 = Referrals and the reason(s) for the referral are documented on unsubstantiated cases  
 0 = No documentation of referrals or reasons why no referrals were made (Document 0 in "Points Applicable" if there are no needed referrals)  
*[10A NCAC 71A .0301]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*

**J. Written Report is completed when appropriate:** (Document 0 in "Points Applicable" if not required)

1. 2 = When there is evidence of A/N/E written report was done (except for self-neglect)  
 0 = There is evidence of A/N/E, but no written report was done  
*[10A NCAC 71A .0901]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*
2. 2 = When evaluation is conducted on a resident in a facility, written report is done  
 0=Evaluation done on resident of a facility, but no written report done  
*[10A NCAC 71A .0502]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*
3. Sent to appropriate parties:
  - a. 1 = DA (A/N/E found)  
 0 = Not sent to DA  
*[G.S. 108A-109]*  
*[10A NCAC 71A.0906]*  
*[FSM Volume V, Chapter VII, Section 6510, III. C.1. and 2.]*

- b. 1 = DHRS  
0 = Not sent to DHRS  
*[10A NCAC 71A .0503]*  
*[FSM Volume V, Chapter VII, Section 6510, III. J. 2.]*
- c. 1 = DMA (Exploitation in Medicaid funded facility)  
0 = Not sent to DMA  
*[10A NCAC 71A .0503]*  
*[FSM Volume V, Chapter VII, Section 6510, III. J. 2.]*
- d. 1 = Other county DSS when appropriate  
0 = Not sent to other county DSS  
*[10A NCAC 71A .0504]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*
- e. 1 = Other appropriate governmental agencies  
0 = Not sent to other appropriate governmental agencies  
*[10A NCAC 71A .0805]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*

**K. Documentation of notice given or sent to appropriate parties:**

(Document 0 in “Points Applicable” if not required)

- 1. 1 = Facility Administrator (Notice to Facility Administrator)  
0 = Not sent to Facility Administrator  
*[10A NCAC 71A .0502]*  
*[FSM Volume V, Chapter VII, Section 6510, III. J. 2.]*
- 2. 1 = State MH Institution Administrator (Letter of Findings)  
0 = Not sent to State MH Institution Administrator  
*[10A NCAC 71A .0601]*  
*[FSM Volume V, Chapter VII, Section 6510, III. K. 2.]*
- 3. 1 = Adult's legal guardian, if ward is in a State MH Institution (Letter of Findings)  
0 = Not sent to adult's legal guardian  
*[10A NCAC 71A .0601]*  
*[FSM Volume V, Chapter VII, Section 6510, III. K. 2.]*
- 4. 1 = DSS in adult's county of residence (for exploitation or fraud)  
0 = Not sent to adult's county of residence  
*[10A NCAC 71A .0504]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*
- 5. 3 = Reporter as requested (written or verbal)  
2 = Notice given, but not as requested  
0 = No notice given  
*[G.S. 108A-103 (a)]*  
*[10A NCAC 71A.0907]*  
*[FSM Volume V, Chapter VII, Section 6510, III. D. 2.]*

**L. DSS-5026 is:**

1. 2 = Accurate  
0 = Inaccurate  
*[10A NCAC 71A .0806]*  
*[APS-R User's Manual, II]*
2. 5 = Completed and entered within 10 working days of case decision  
0 = Not completed and entered within 10 working days of case decision  
*[10A NCAC 71A .0806]*  
*[APS-R User's Manual, II. 2.]*

**M. DSS 4263**

1. = Contacts are documented on the day sheet and correspond with a service code listed on the client's DSS-5027, and the appropriate program code is used.  
1 = Only some of the contacts are on the day sheet, OR  
the service code used is not listed on the client's DSS-5027, OR  
the program code used is incorrect.  
0 = Contacts are not documented on the day sheet.  
*[10A NCAC 67A .0107]*  
*[SIS Manual, DSS-4263 Section]*

2. 2=All day sheet entries have supporting record documentation.  
1=Some day sheet entries have supporting record documentation.  
0=None of the day sheet entries has supporting record documentation.

**Note:** Summary dictation is acceptable when a clear determination can be made from the dictation that allowable activities are the basis of the day sheet entry. Match specific day sheet entries to case record's summary dictation or other supporting case record documentation. If the basis of the day sheet entries is not clear in the case record, regardless of whether there is summary dictation or corresponding entries, lower scores on the tool are indicated.

*[10A NCAC 71R .0303]*  
*[OMB Circular A-87]*  
*[Requirements for the Provision of Services Manual, Section X]*  
*[SIS Manual, DSS-4263 Section]*

**Indicate if completion of the record review tool was stopped following the review of the Evaluation section because the county made an incongruent case decision – case should have been Unsubstantiated based on documentation regarding the Evaluation phase, however the county Substantiated. Enter an "X" or other character in the box.**

**III. Capacity to Consent/Service Authorization/Service Planning (Do not complete this section if case is screened out or unsubstantiated, or if the client is deceased or cannot be found).**

**A. Capacity**

1. 3 = Decision made is consistent with assessments  
2 = Decision made is not completely consistent with assessments  
0 = Decision is not consistent with assessments  
*[G.S. 108A-101(1)]*  
*[10A NCAC 71A .0207]*  
*[FSM Volume V, Chapter VII, Section 6510, III. E. 2]*

2. 3 = Basis for decision was documented  
2 = Basis for decision was implied, but not clearly documented  
0 = Basis for decision is not documented  
*[10A NCAC 71A .0908]*  
*[FSM Volume V, Chapter VII, Section 6510, III. E. 2]*
  
3. 3 = Information gathered was sufficient to support DSS decision re: capacity  
2 = Information gathered was partially sufficient to support capacity decision  
0 = Information gathered was not sufficient to support capacity decision  
*[G.S. 108A-101(l)]*  
*[10A NCAC 71A .0207]*  
*[FSM Volume V, Chapter VII, Section 6510, III. E. 2]*

**B. Services Authorization**

1. a. 4 = Documentation reflects client with capacity/legally appointed decision maker consented to or refused the provision of protective services  
0 = Documentation does not reflect that the client with capacity/legally appointed decision maker consented or refused protective services  
(Document 0 in “Points Applicable” if client lacks capacity)  
*[G.S. 108A-104]*  
*[10A NCAC 71A .0302]*  
*[FSM Volume V, Chapter VII, Section 6510, III. F.1.]*  

**OR**

b. 4 = Petitions were filed as needed and appropriate to situation when client lacks capacity  
2 = Petitions were filed, but were not appropriate to situation when client lacks capacity  
0 = Petitions were not filed and were needed and appropriate when client lacks capacity  
(Document 0 in “Points Applicable” if client has capacity)  
*[G.S. 108A-105 (a)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. F.2.]*  
  
(1) 1 = Copy of orders is in the file  
0 = Copy of orders is not in the file  
(Document 0 in “Points Applicable” if no order was authorized)  
*[10A NCAC 71A .0908]*  
*[FSM Volume V, Chapter VII, Section 6510, III. I.]*
  
2. 4 = Type of service authorization obtained is consistent with decision regarding capacity  
0 = Type of service authorization obtained is not consistent with decision regarding capacity  
*[G.S. 108A-105, G.S. 108A-106]*  
*[FSM Volume V, Chapter VII, Section 6510, III. F.]*

3. 5 = Service authorization is received prior to mobilization of essential services  
0 = No services authorization was received prior to mobilization of services  
(Document 0 in “Points Applicable” if client dies before mobilization of essential services)  
*[G.S. 108A-104 (a)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. F.]*

**C. 2 = Hearing dates, attendance and decisions made at court proceedings are documented, including court orders in file**

- 1 = Some of the information regarding hearing dates, attendance, and decisions and court orders are in the file, but not all  
0 = None of the information regarding hearings and court proceedings are in the file.  
(Document 0 in “Points Applicable” if there are no court hearings)  
*[10A NCAC 71A .0908]*  
*[FSM Volume V, Chapter VII, Section 6510, III. I.]*

**D. Documentation of services needed by the client reflects:**

- 4 = All needs are identified  
2 = Some needs are identified  
0 = None of the needs are identified.  
*[G.S. 108A-101 (i) and (n); G.S. 108A-103]*  
*[10A NCAC 71A .0908]*  
*[FSM Volume V, Chapter VII, Section 6510, III. G.]*

**IV. Mobilization of Essential Services (Do not complete this section if case is screened out or unsubstantiated).**

**A. Documentation of essential services reflects:**

- 5 = The type and purpose of all essential services are identified  
3 = Some of the type and purpose of essential services are identified  
0 = The type and purpose of essential services are not identified  
*[G.S. 108A-101 (n)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. I.]*

**B. Service provided:**

1. 3 = Follow up contacts are made with client to ensure adequate protection  
2 = Some follow up contacts are made, but more were needed  
0 = No follow up contacts were made  
*[G.S. 108A-101(n)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. G.]*
2. 1 = DSS-5027 is updated to reflect changes in services by the following quarterly review  
0 = DSS-5027 is not updated quarterly  
(Document 0 in “Points Applicable” if case was closed within 3 months of completing evaluation)  
*[10A NCAC 71R .0303 and .0606]*  
*[Requirements for the Provision of Services Manual, Section X]*  
*[SIS User’s Manual, I., II.]*

**C. 1 = APS court order is reviewed prior to 60 days** to determine the need for an extension or other appropriate action, or there is documentation indicating the agency has attempted to obtain court action, and their inability to do so was beyond agency control  
0 = APS court order is not reviewed prior to 60 days expiration  
(Document 0 in “Points Applicable” if not needed)  
*[G.S. 108A-105(c)]*  
*[FSM Volume V, Chapter VII, Section 6510, III. F.2.]*

**D. 2 = Quarterly reviews are documented** including continued need for APS  
1 = Some, but not all quarterly reviews are documented or they are not done timely  
0 = No quarterly reviews are documented  
(Document 0 in “Points Applicable” if not needed)  
*[10A NCAC 71R. 0606]*  
*[Requirements for the Provision of Services Manual, Section VII]*

**E. DSS 4263**  
1. = Contacts are documented on the day sheet and correspond with a service code listed on the client’s DSS-5027, and the appropriate program code is used.  
1 = Only some of the contacts are on the day sheet, OR  
the service code used is not listed on the client’s DSS-5027, OR  
the program code used is incorrect.  
0 = Contacts are not documented on the day sheet.  
*[10A NCAC 67A .0107]*  
*[SIS Manual, DSS-4263 Section]*  
  
2. 2=All day sheet entries have supporting record documentation.  
1=Some day sheet entries have supporting record documentation.  
0=None of the day sheet entries has supporting record documentation.

**Note:** Summary dictation is acceptable when a clear determination can be made from the dictation that allowable activities are the basis of the day sheet entry. Match specific day sheet entries to case record’s summary dictation or other supporting case record documentation. If the basis of the day sheet entries is not clear in the case record, regardless of whether there is summary dictation or corresponding entries, lower scores on the tool are indicated.  
*[10A NCAC 71R .0303]*  
*[OMB Circular A-87]*  
*[Requirements for the Provision of Services Manual, Section X]*  
*[SIS Manual, DSS-4263 Section]*

**V. Service Termination** (Document 0 in “Points Applicable” if client dies before termination)  
**(Complete this section for unsubstantiated and substantiated cases)**

**A. 3 = Documentation reflects the reason for termination** of APS and the continuation and/or addition of other services  
2 = Documentation is not clear about the reason for termination of APS or the continuation and/or addition of other services  
0 = There is no documentation as to the reason for termination of APS or the continuation and/or addition of other services  
*[10A NCAC 71R .0603 and .0303]*  
*[Requirements for the Provision of Services Manual, Section IV. C.]*

**B. DSS-5027 is:**

1. 2 = Complete  
1 = Partially complete  
0 = Incomplete  
*[10A NCAC 71R .0603 and .0303]*  
*[SIS User's Manual, I., II., and III]*
2. 2 = Accurate  
1 = Partially accurate  
0 = Inaccurate  
*[10A NCAC 71R .0603 and .0303]*  
*[SIS User's Manual, Sections I, II, and III]*
3. 2 = Documentation indicates DSS-5027 (Notice) was sent or given to the client/representative 10 working days prior to reduction or termination of service(s) if the client signed for additional services. If the service was added by the social worker in conjunction with the APS plan, and the client did not request it but it was provided under court order, the notice is not required. In this case, document 0 in "Points Applicable".  
0 = Notice not sent within 10 working days of reduction or termination of service(s), which require notice.  
*[G.S. 108A-79]*  
*[10A NCAC 71R .0801]*  
*[Requirements for the Provision of Services, Section V]*  
*[SIS Manual Sections II and III]*

**Scoring Summary:**

Upon completion of data entry, the tool calculates the percentage of Quality Points Earned and Timeliness Points Earned for each data element. These percentage scores are displayed in the far right columns [columns labeled "% of APPLIC Q (or T) POINTS Earned"]. The percentage scores are the result of dividing the Points Earned by the Points Applicable.