



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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June 25, 2025

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS**

**SUBJECT: *Revised Special Assistance In-Home (SAIH) Case Management Programmatic Monitoring Tool and Instructions***

The Division of Social Services, Adult Services Section, has updated the Special Assistance In-Home (SAIH) Case Management Programmatic Monitoring Tool and Instructions. These revisions were made in response to legislative changes that required policy updates effective March 1, 2025. The updated tool will be used for all Adult Services programmatic monitoring beginning July 1, 2025.

The revised SAIH Case Management Programmatic Monitoring Tool and Instructions are aligned with the requirements outlined in **North Carolina General Statute 108A-47.1** and the *Special Assistance In-Home Case Management Manual*, effective March 1, 2025.

These updated documents replace all previous versions. You may access the revised materials on the NCDHHS Adult Services SharePoint site at [Adult Services SharePoint](#) or by navigating to the site, selecting **SAIH**, and then choosing **Monitoring Tools**.

If you have questions regarding this communication, please contact the Adult Services team via the listserv at [DHHS.AdultServices@dhhs.nc.gov](mailto:DHHS.AdultServices@dhhs.nc.gov).

Sincerely,

Karey Perez,  
Deputy Director, Adult Services  
Division of Social Services

DCDL#05-2025

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