Our Practice

Carolina Care and Counseling builds a bridge of possibilities to a life of excellence.

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## Appendix

- Vendor Agreement form (*Psychological Evaluation*)
- Social History Questions
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- CFE Form
**Who We Are**

Bob and Jenny Aiello established Carolina Care and Counseling in 1996 as a practice that partners with you to form a caring team dedicated to improving the lives of children, families and individuals. The practice takes a non-traditional approach highlighting respect, cooperation, and positive partnerships. We believe that no matter how challenging a situation becomes, there is always hope. We take a realistic look at each situation while identifying individual strengths that will lead to a positive and healthy resolution. We emphasize personal empowerment and a solution-focused approach to treatment.

Carolina Care and Counseling is one of the few practices that specialize in psychological, child/family, and educational evaluations. Additionally, we offer ongoing therapy and coaching for individuals, couples, families, and groups.

We emphasize quality care for children and families. One unique aspect to the practice is that our clinicians travel to surrounding counties to conduct evaluations at the local Departments of Social Services in addition to seeing clients in our office. We are committed to making the referral process easy for you and partnering with you to aid in developing treatment plans that can make a real and practical difference in your client's life. Our commitment to you is to bridge possibilities in order to create success.

**Services We Offer**

- Psychological evaluations
- Child/ Family evaluations
- Psychoeducational testing with a neuropsychological emphasis
- Counseling for children and families
- Seminars on various topics
Meet Our Staff

D. Robert Aiello, Ph.D.

Bob was born and raised in Los Alamos, New Mexico. He attended Hamilton College in upstate New York, studied abroad in Vienna, Austria and graduated with honors in 1973. Following the completion of his M.A. in Psychology at New Mexico State University, he was granted a doctoral assistantship at Bowling Green State University in Ohio. While at Bowling Green, he was awarded a fellowship to study psychopathology, human development and human learning.

Bob is licensed by the North Carolina Board of Psychology as a Health Services Provider in Psychology. He is credentialed as a Child Forensic Examiner by the North Carolina Child and Family Evaluation Program at the Department of Pediatrics at the University of North Carolina - Chapel Hill. Bob has held faculty positions at UNC and Duke University. He is a member of the American Psychological Association and the American Psychology and Law Society. He is a Diplomat Member of the American College of Forensic Examiners.

Bob has worked for community mental health programs, hospital emergency rooms, outpatient clinics, substance abuse/dependency treatment programs and with inpatient treatment programs. He was Section Head for Outpatient Treatment Services, was a Treatment Team Leader and was Assistant Program Director for the Ft. Bragg Demonstration Project (a project focusing on the effectiveness of clinical services offered in the context of a continuum of care).

Bob's professional experience led him to develop a passion for completing psychological evaluations. Psychological evaluations represent the starting point for developing treatment plans that can make a real and practical difference in a person's life. After working in a variety of clinical settings, Bob decided to create a practice that serves the needs of all families.

Jenny Aiello, LDCC

As a Life Coach, Jenny is trained to listen, observe, and customize her approach to individual client goals. She has over ten years of experience consulting with individuals and groups. She is a nationally recognized speaker and consultant. Her specialty is partnering with clients help achieve results that people want personally, within their families, and professionally. Jenny is currently affiliated with the Institute for Global Listening and Communication.

Jenny and Bob are a blended family with five children. Jenny enjoys writing, photography and scrapbooking.
Melanie Crumpler, MSW, LCS
Melanie specializes in working with abused and neglected children, individuals dealing with trauma, as well as adult, marital, and family counseling. She develops clinical services specifically for children in Foster and Adoptive placements. She is also licensed as a Child and Family Examiner through NCCFEP.

Originally from Iowa, she received her BS in Psychology from Iowa State University and her MSW from the University of Michigan. She has experience as a field social worker, private practice therapist, and as a field instructor for the University of North Carolina at Chapel Hill. Melanie has worked as a clinician in North Carolina since 2000 and joined Carolina Care and Counseling in 2005.

Melanie has provided therapy services for children and families since joining our practice in 2005. Melanie is also certified to conduct Child and Family Evaluations through UNC-Chapel Hill. Melanie has many years of experience interviewing children for whom there are concerns about abuse and neglect. She is experienced and comfortable providing expert witness testimony in these cases.

Melanie is married with three children and lives in the country with her family and ten cats.

Kristy Matala, Ph.D.
Kristy Matala’s specialty is in the area of forensic assessment. She has worked in correctional and public hospital settings, performing civil and criminal evaluations. She has experience working with a variety of clients, including those with severe mental illness and personality disorders. She has also provided psychological assessments for children and adolescents.

Kristy received her B.A. from West Virginia University and her M.A. in clinical psychology at the University of Louisville. She will be awarded her Ph.D. in December 2008 from the University of Louisville. She recently completed her internship at Dorothea Dix Hospital on the forensic pre-trial evaluation unit. She was responsible for psychological testing with forensic in-patients as well as capacity to proceed to trial and mental status at the time of the offense evaluations on the outpatient unit. She is a member of the American Psychological Association and the American Psychology and Law Society.

Kristy provides psychological evaluations. She is available to the Department of Social Services, private clients, and for criminal evaluations of a defendant’s capacity to proceed to trial.

Kristy has twin daughters and a Maltese puppy that keep her very busy in her free time.
Suzan Wasik, Ph.D.

Suzan Wasik, Ph.D. is a nationally certified professional counselor and educator. She has worked with a wide variety of clients including children, students, and adults. She enjoys consulting with individuals and groups who are ready to make meaningful and positive changes in their personal and professional lives.

She received her Masters Degree in Counseling from Winthrop University and her Ph.D. in Counseling and Counselor Education from the University of North Carolina at Greensboro. For several years, she served as assistant professor at Elon University and Guilford College teaching classes in counseling, psychology, human development and leadership.

Dr. Wasik has extensive experience in developing and presenting workshops for small and large groups on a variety of psychology-related topics. Current topics have included psychological, social, and spiritual links related to managing anxiety, as well as issues regarding career, women’s health, parenthood, and personal and professional leadership development. If you or your organization are interested in developing a specific training or theme workshop, contact Suzy or Carolina Care and Counseling for more information.

Evaluations

Psychological Evaluations

The purpose of a psychological evaluation is to provide a thorough assessment of a client’s functional abilities. Problems (including diagnosable mental disorders and substance abuse problems) and strengths are identified. Detailed impressions and recommendations for services are offered.

Psychological evaluations may be requested by agencies (e.g. Departments of Social Services), other professionals, and on a private basis. Psychological evaluations are paid for by the requesting party. Many North Carolina county Departments of Social Services have vendor agreements with Carolina Care and Counseling to provide psychological evaluations for their clients.

In order for our staff to schedule a psychological evaluation appointment, we require that you fax to us the following completed paperwork: vendor agreement, a client signed consent form, a social history, and referral questions. The vendor agreement form and all other forms are located in the appendix and can also be downloaded from our website at www.carolinacareinc.com.
This type of evaluation includes:
1. Record Review of materials immediately relevant to case
2. Mental Status Examination
3. Comprehensive clinical interview (to include social, educational, medical and occupational histories)
4. Comprehensive psychological testing (behavioral checklists, as well as complex measures of personality functioning and cognitive/academic screening and assessment.
5. Case management
Tests that may be used in Psychological Evaluations

A psychological evaluation may use some or all of the tests listed below. Please note, however, that evaluation tests are selected according to the needs of each individual client. Some tests not listed here may also be used in order to tailor the evaluation to suit the client’s needs. The combination of tests used depends on the client’s history, abilities, and clinical presentation.

Bayley Scales of Infant Development
Brief Symptom Inventory (BSI)
Child Abuse Potential Inventory (CAPI)
Child Sexual Behavior Inventory (CSBI)
Cognitive Capacity Screening Examination (CCSE)
Luria-Nebraska Neuropsychological Battery (Luria)
McCarthy Scales of Children’s Abilities (MSCA)
Minnesota Multiphasic Personality Inventory – 2 (MMPI – 2)
Parent Behavior Checklist - PBC/Parent Child Relationship Inventory – PCRI
Personality Assessment Inventory
Vineland Adaptive Behavior Scales (Vineland)
Wechsler Adult Intelligence Scale – Third Edition (WAIS-III)
Wechsler Intelligence Scale for Children – Fourth Edition (WISC-IV)
Wide Range Achievement Test – Revision 4 (WRAT-4)
Woodcock – Johnson III Tests of Achievement (WJ-III)

Why Conduct a Psychological Evaluation?

Psychological evaluations answer questions about clients’ difficulties and needs. They provide direction in developing practical service plans, as well as information about a client's willingness and ability to cooperate with agency services. It can provide information that is useful in identifying steps necessary to assure reestablishment of stable family functioning when necessary.

Psychological evaluations help Social workers make decisions when managing cases, feel confident about the recommendations he/she makes to clients, and be clear about recommendations on behalf of their clients when presenting information to supervisors and/or in court.

Clients benefit from having psychological evaluations because the process provides a neutral forum for describing the events that have led them to their involvement with Social Services. Clients find the evaluation process useful because it results in the definition of problem areas that need to be addressed, as well as the identification of assets that can be used to overcome his/her problems. Clients also benefit from evaluations because they result in specific recommendations for services they can use
to improve their lives.

Psychological evaluations help determine diagnosis of psychological disorders and substance abuse problems that require specific treatment or support services. They also provide information about cognitive limitations, learning problems that might compromise their ability to parent independently, mental stability, risk factors to be considered in connection with the reunification process, and a client's prognosis for responding well to treatment and solving the problems that led them to be involved with Social Services.

Psychological evaluations with children and adolescents are very useful in determining if they have been traumatized, have been victims of maltreatment, have emotional disorders or have behavioral disorders that require therapeutic intervention or support services. They also can provide information about a child’s level of attachment to a parent or Caretaker, a child’s prognosis for doing well in a placement, and determining if children or adolescents have special education needs or attention problems. Psychological evaluations are very useful in identifying strengths that will help your client to overcome their problems. A psychological evaluation differs from a child/family evaluation in that a CFE cannot provide information about mental health diagnosis or behavioral disorders.

Child/Family Evaluation (CFE)

A Child/Family Evaluation (CFE) can only be requested by a county Department of Social Services through the Child Family Evaluation Program (CFEP) at UNC-Chapel Hill and is paid for by the CFEP. The CFE process is designed to provide thorough assistance in the Child Protective Services investigation process by providing professional interviews of children who are alleged to have been abused or neglected. Collateral interviews with parents are required by CFE guidelines. The CFE process may allow for limited psychological testing, extensive record review, and contacts with collateral sources of information (e.g., mental health treatment providers; teachers; relatives other than parents).

Evaluation hours and services are pre-set by the NC CFEP (North Carolina Care Child Family Evaluation Program) when your paperwork is approved by them. The approval is usually for 15 evaluation hours for the first child in a family and 10 hours for each additional child in the family.

To schedule a CFE appointment, first get approval from the CFEP program. Do not call Carolina Care and Counseling until you have approval from CFEP. Fax completed CFE forms to CFEP at (919) 843-9368. CFE form is located in Appendix. It takes up to 5 business days to receive approval from the CFEP office. If you haven't received your approved forms within 5 days with an approval number on page 1 and funding approval at the bottom of page 2, call them to follow up. Should you have questions concerning how to fill out the CFE forms, call the CFEP at 919-843-9365.
Once you have received the approved forms from the CFEP office, fax all of them to Carolina Care at 919-676-1430. In order for our staff to schedule a child/family evaluation appointment, we require that you fax to us the following completed paperwork: legible CFE approved paperwork, a signed consent form (parent/guardian), and a copy of the Child Medical Exam if one was performed.

This type of evaluation includes:

1. Record review (i.e., Social History, CME results, court documents)
2. Clinical interview(s) of child(ren) authorized for evaluation
3. Collateral interview with one parent per child authorized or, as an alternative, focused interviews with others who are familiar with the child(ren)
4. Limited psychological testing (behavioral checklists only)
5. Case Management

**Comprehensive Forensic Evaluation**

The purpose of a forensic evaluation is to provide comprehensive psychological assessment of clients and their circumstances in order to assist the court in case disposition. It is usually paid for by private funds or court funds. This type of evaluation must be agreed to by all attorneys involved in the case, any Guardian Ad Litem involved in the case, the Department of Social Services (if there is Child Protective Services involvement), and all participants in the evaluation process. A Comprehensive Forensic Evaluation must be court ordered.

To schedule a Comprehensive Forensic Evaluation, fax to us the court order or a vendor agreement to start the process.

This type of evaluation includes:

1. Extensive record review of historical and current materials
2. When needed, a review of professional literature relevant to problems under consideration
3. Collateral Interviews with other professionals and individuals familiar with case
4. Mental Status Examination of each client immediately involved in the case
5. Comprehensive clinical interviews (to include social, educational, medical and occupational histories) with each client immediately involved in the case
6. Comprehensive psychological testing (behavioral checklists, complex measures of personality functioning and cognitive/academic screening and assessment) for each client immediately involved in the case
7. Case management
Adoption Evaluations (15 – 30 hours of service)

Psychological evaluations for children under consideration for adoption are very useful in organizing historical information about them, identifying special needs and services these children may require, identifying risks for disrupted placement, and identifying the strengths and assets these children have to support their adoptive placements. Adoption Evaluations are usually paid for by the Department of Social Services making the request.

This type of evaluation includes:

1. Record Review of all materials relevant to case
2. Mental Status Examination
3. Collateral interviews of parents/Caretakers to secure information about current concerns, as well as social, educational, medical, and (when applicable) occupational histories
4. Collateral interviews with other professionals (e.g., mental health clinicians; physicians; teachers) to secure information about functional abilities and difficulties
5. Comprehensive clinical interview of the child or adolescent
6. Comprehensive psychological testing (behavioral checklists, as well as complex measures of personality functioning and cognitive/academic achievement) for the children/adolescents involved in these cases and (when needed) for prospective adoptive parents
7. Case management

Custody Evaluations

Custody evaluations represent a special form of forensic evaluation. While there are clinicians who perform these evaluations, Carolina Care no longer accepts referrals for custody evaluations because they are prolonged and expensive, and because they most often extend the length of time children remain exposed to an adversarial process involving their parents. It is the opinion of Carolina Care and Counseling that custody evaluations cannot, and do not result in ultimate conclusions in a custody dispute making it is possible for custody evaluations to alienate parents from obtaining beneficial therapeutic services if they feel the evaluation process itself contributed to them winning or losing custody of a child.

As an alternative to Custody Evaluations, Carolina Care recommends Comprehensive Psychological Evaluations for individuals involved in these cases. It is our opinion that Comprehensive Evaluations are more time efficient than custody evaluations and give results that can be more easily accepted and utilized by parents and their children. Recommendations from comprehensive evaluations can be used by parents to improve
their circumstances and work cooperatively in the best interests of their child or children.

**Psychoeducational Evaluation**

The purpose of a Psychoeducational evaluation is to assess learning, cognition, attention, emotional or behavioral problems as they pertain to a child or adolescent's school and academic functioning. Problems (including diagnosable conditions) and strengths are identified. We conduct Psychoeducational testing with a neuropsychological emphasis.

A psychoeducational evaluation may use some or all of the tests listed below. Please note, however, that evaluation tests are selected according to the needs of each individual client. Some tests not listed here may also be used in order to tailor the evaluation to suit the client's needs. The combination of tests used depends on the client's history, abilities, and clinical presentation.

This type of evaluation includes:

1. Record Review of all materials immediately relevant to case
2. Mental Status Examination
3. Collateral interviews of parents/Caretakers to secure information about current concerns, as well as social, educational, medical, and (when applicable) occupational histories
4. Comprehensive clinical interview of the child or adolescent
5. Comprehensive psychological testing (behavioral checklists, as well as complex measures of personality functioning and cognitive/academic achievement)
6. Case management

Testing may include but is not limited to the following types of tests:

- Wechsler Intelligence Scales for Children-IV
- Woodcock-Johnson Tests for Achievement-III
- Wide Range Assessment of Memory and Learning 2
- Test of Early Reading 3
- CTOPP
- Key Math
- Conner's Rating Scales
- Bender Gestalt
- WPPSI-III
- Stanford Binet
- VMI
- TONI
- TORC
- TOWL
- SCAN_C
- SCAN-A
- TEA-CH
- CARS
ADDITIONAL SERVICES

Treatment Team Facilitation/Participation:

Treatment team meetings are a valuable and efficient way of assuring all professional parties involved in a case (social workers; mental health clinicians; physicians; parent educators) communicate to assure timely and accurate information about the progression of a client’s case. Carolina Care is a seasoned, highly experienced treatment team facilitator and is widely recognized for his ability to support professionals representing a variety of disciplines and points of view in achieving consensus about service needs and therapeutic objectives. Carolina Care would be happy to facilitate or participate in treatment team meetings pertaining to your cases. Please call Carolina Care offices to make arrangements and secure information about fees associated with this service.

Interpretative Meetings with Clients/Families:

In the majority of cases, the impressions and recommendations issued in Carolina Care’s formal evaluation reports are clearly stated and can be related to clients by the social worker who requested the evaluation. There are, however, cases where it is more prudent for Carolina Care to review evaluation results directly with the client. The social worker responsible for the case should plan to be present when these meetings occur. Other parties (e.g., the client’s attorney) can also be present. Carolina Care will relate the results of the evaluation as clearly as possible and in layman’s terms. He will answer all questions that arise from the discussion and be sure the client understands the reasons for any recommendations that are offered. Carolina Care will issue a Progress Note documenting the results of the meeting. Please call Carolina Care offices to make arrangements and secure information about fees associated with this service.

Court Testimony:

It sometimes becomes necessary for Carolina Care and Counseling clinicians to testify in court about the results of an evaluation, impressions of a client and the recommendations offered on a client’s behalf. Carolina Care and Counseling clinicians take this duty very seriously and prepare carefully for court hearings. Carolina Care and Counseling policy requires that the clinician be issued a subpoena whenever testimony is required. Court related services such as preparation time in reviewing charts, any conferences with attorneys or other professionals, and time (including travel time) spent away from our offices to be available for court are billed at $200.00 per hour. It is often practical to place Carolina Care and Counseling clinicians on telephone stand-by and thereby not incur any billing unless the clinician is called. We will provide attorneys and social workers with telephone numbers for use in locating the clinician when placed on telephone stand-by.
Evaluations for Incarcerated Clients:

It is possible for Carolina Care to travel to city, county, state, and federal corrections facilities to complete evaluations with clients who are incarcerated. The client’s attorney as well as the client must consent to these evaluations. Social workers must also contact the prison system’s psychiatrist (Dr. Umes 919-773-7960) for his written approval for the evaluation. Once approvals are received, the Social Worker will communicate with the corrections facility staff to arrange for a contact person whom can escort the clinician to the appropriate place for the evaluation. Social Worker should also confirm that the prisoner and clinician are able to use a private room or office that has at least two chairs and a desk, and that the prisoner will be available for the evaluation (still incarcerated and not out on work detail). Please call Carolina Care offices to make arrangements. These evaluations can usually be completed for the same cost as a comprehensive evaluation.

Evaluations for Clients Living in Residential Facilities:

It is possible for Carolina Care to travel to group homes, half-way houses and other kinds of residential facilities to complete evaluations. In these cases, special arrangements must be made with administrative staff associated with these facilities for Carolina Care to be granted access to the client and assure availability of office space. It may also be important for Carolina Care to have collateral interviews with clinical staff at these facilities to secure information about the client’s current mood, behavioral functioning, treatment services and responsiveness to treatment. If the client is a juvenile and parental rights have not been terminated, the client’s parents and any attorney or Guardian Ad Litem assigned to the case must grant consent for the evaluation to occur. Please call Carolina Care offices to make arrangements. These evaluations can usually be completed for the same cost as a comprehensive evaluation.

Who Pays for the Evaluations?

Private Funding
Carolina Care and Counseling routinely accepts private referrals from parents, families, physicians, other mental health clinicians, attorneys, and teachers. There are certain situations in which an attorney, physician or agency (like DSS, the Department of Vocational Rehabilitation, or the Office of Juvenile Justice) wants an evaluation but requires the client to pay for the evaluation themselves. In this case, the final evaluation report is the property of the client and is released to the client. Agencies and professional parties working with the client would not be able to receive the report without the clients’ permission or a court order. Carolina Care and Counseling does not file insurance claims and therefore insurance participation is the responsibility of the client.

Department of Social Services (DSS)
DSS often has funds in the annual budget for psychological evaluation/testing of clients. Funds are sometimes through special grants and programs within the county, at the state level and at the federal level. Carolina Care and Counseling has contracts (vendor
agreements) to complete psychological evaluations with many North Carolina counties. This is helpful because it assists the planning and scheduling process for the county and our office.

**Child Family Evaluation Program (CFEP)**
This program is administered by the Department of Psychiatry at the University of North Carolina at Chapel Hill. Carolina Care and Counseling is an approved Child Family Examiner. CFEP funding provides more evaluation hours and provides a more detailed evaluation of the child in question. It is available for cases in which a more thorough investigation is necessary to address allegations of child abuse and neglect. It usually is conducted after a child medical exam has been performed. For more information, contact the CFEP program at 919-843-9365.

**Other Agency Funding**
Evaluations may be completed for a variety of agencies (e.g., the Office of Juvenile Justice; the Administrative Office of the Courts; Federal Government agencies like the Department of Defense; the North Carolina Department of Vocational Rehabilitation; the Public Schools; Adoption Agencies; Disability Determination Services.) A vendor agreement, service contract, or other specific service agreement is necessary to fund these evaluations.

*Evaluation reports and findings are distributed to the party that funds the evaluation and anyone authorized by the paying party and the client. For example, if DSS pays for the evaluation, the report is sent to the DSS social worker who referred the case. If an attorney or other party wishes to obtain the report, Carolina Care and Counseling needs written consent from the client who received the evaluation, all collateral parties involved with the evaluation, and DSS before the report can be released. A Carolina Care and Counseling Release of Information Form is included in this chapter.*

**The Referral Process**

**Step 1 - Paperwork**
In order for Carolina Care to provide evaluations of the highest quality, it is essential that our office secure appropriate paperwork at least one week prior to the evaluation. This gives our office adequate time to verify consent to the evaluation, verify authorization of funding for the evaluation, and set up administrative tracking procedures. This also allows Carolina Care adequate time to review historical information and referral questions about
each client so that the clinician can develop a specific plan for completing the evaluation.

**Required Paperwork for Agency Evaluations:**

1. **Social History**  
   A sample Social History form is included in the appendix. You may copy and use this form, write a narrative paragraph of your own, or use an agency form to prepare a Social History. It is also helpful to include the individual Family Case Plan, Risk Assessment, and the Strengths and Needs Assessment as background documentation. Social History may include:
   
a. What brought the client to your agency?  
b. What are the current issues effecting the client and his/her family?  
c. What are the relevant aspects of social, occupational, educational and/or medical history that impact the client’s current functioning?  
d. Have psychological evaluations or psychometric tests been completed in the past? (If so, please attach a copy of the evaluation/test report if it is available).  
e. Does the client have a history of mental health treatment?

2. **Referral Questions:**  
   These are the questions you want to have answered through the evaluation. Carolina Care uses these questions to consider which tests to use during the evaluation and develop questions to present to the client during clinical interview. This permits us to conduct a more thorough and focused evaluation. Carolina Care and Counseling will provide individual responses to each referral question in the “Impressions and Recommendations” section of the evaluation report.

   A **Referral Question Form** that itemizes referral questions Carolina Care often receives from agencies is included in the appendix. Please feel free to copy and use this form. You can simply check off the questions that apply to the case you are referring. You can also add any questions that you would like to have answered. You can fax or mail these questions with the Social History and the funding paperwork you prepare for your case to us at 919-676-1430 or 8520 Six Forks Road, Raleigh, NC 27615.

**Step 2 - Scheduling the Appointment**

Carolina Care and Counseling provides the unique service of traveling to the counties that we serve. This allows social workers more flexibility in their schedules and prevents clients from having to travel to Raleigh. Once paperwork has been received, we will call you to schedule the appointment, Should you not hear from us within 48 hours, please call us at 919-676-1497.
Step 3 - Confirmation of Appointment

Carolina Care and Counseling administrative staff will call you to confirm your client’s appointment date, time and location the week prior to the appointment as well as two days prior to appointment. It is important that you confirm this information with your client and assure he/she is committed to arriving as scheduled for the appointment and has transportation.

Cancellation Policy

Please cancel appointments two business days prior to the scheduled appointment. If we do not receive cancellation within two business days, we will bill for case management time. We will make every effort to reschedule an appointment should the client not show. However, if there are two “no-shows”, we will decline rescheduling of that client.

Common Reasons that Evaluations are not Completed

Transportation Problems
Transportation is an issue for many agency clients. Please assure that your client has arranged for transportation to and from the appointment, or make appropriate arrangements for them.

Commitment
Some clients are resistant to completing the evaluation. This booklet has suggestions for ways to help your clients see the value of a psychological evaluation. Please call our office if you have any questions.

Lack of Consent
Many clients are represented by an attorney. Please be sure your client’s attorney is aware of the referral for the evaluation and agrees that the evaluation will be helpful. Sometimes agencies refer children and adolescents for evaluation but do not secure consent for the evaluation from their parents. Please (if they retain legal custody of the children or adolescents you refer) be sure that parents have agreed to the evaluation and have signed a consent form. Carolina Care office staff can assist you in helping parents find value in completing an evaluation.

Clients must consent to psychological evaluations, even if they are court ordered. Some clients hesitate to consent to evaluations because they are reluctant to disclose problems or possible shortcomings. They may also believe that the evaluation will yield results that will somehow reflect poorly on them. Some clients believe that they have no problems and that they simply don’t need a psychological evaluation.
Special Needs
Does your client speak English? Do they have a hearing impairment? If an interpreter is needed, please arrange for this service to be available for the evaluation appointment. Please be sure the interpreter is committed to honoring the appointment date and time.

Failed Appointments and Client Failure to Consent
Sometimes, in spite of everyone’s best efforts, clients fail to arrive as scheduled for their appointments. Some clients decline consent to their evaluations after the clinician explains the process to them. Should this happen, a Preliminary Report documenting the services rendered will be prepared and invoiced. Carolina Care and Counseling will charge for these services and the administrative time associated with the evaluation. These charges usually include:

1. Case Management
2. Review of Record
3. Case Conference
4. Review of Releases
5. Preliminary Report Preparation and Distribution

Obtaining Consent for an Evaluation
You can help your clients feel less anxious about having an evaluation and develop more trust in the process by taking the following steps:

Explain that the purpose of the evaluation is to determine if your client has specific needs that should be addressed in order to make service planning more timely and efficient.

Explain that it takes courage to identify and confront problems and that you have confidence that your client has the ability to do this. Explain that the evaluation represents the first step in this process.

Explain that Carolina Care and Counseling is interested in your client’s strengths and that it is important to identify them using the evaluation process so that everyone involved in the case can be aware of them. Also explain that evaluations often have findings that are within normal limits (indicative of normal functioning) and that it is just as important to secure results of this kind as it is to secure results indicative of problems that need to be addressed.

1. Explain that the evaluation process simply involves discussion and answering questions. Our clinician will do everything possible to make the process efficient and comforting. Although some topics may be painful to think about and discuss, our clinician will be sensitive and respectful.

2. Explain that Carolina Care and Counseling is a group of independent clinicians (i.e.,
not an employee of county or state government) and that it is our job to provide objective (neutral) impressions and recommendations so that your client can receive the help he/she needs. Our job is to issue detailed impressions and recommendations as a way of advocating for your client’s needs.

3. Be accurate about the amount of time an evaluation takes. Your client should expect to spend 3 to 5 hours completing the interview and possible written testing. Don’t minimize the amount of time an evaluation takes to complete. Advise your client that this is an important process and that it requires an investment of time to assure we have complete information and all questions are answered.

4. If your client has an attorney, advise them to speak with his/her attorney about the recommendation for the evaluation. Be prepared to answer any questions your client’s attorney may have about the reasons for the evaluation. Advise your client and (if needed) your client’s attorney that Carolina Care and Counseling welcomes questions from them and will answer their questions prior to your client’s evaluation.

5. Advise your client that the results of his/her evaluation will be reviewed with them and that the case clinician can be present when this review takes place. It usually takes three weeks from the time the interviews are completed for evaluation reports to be available for review.

6. Remind your client that the focus of your agency is to solve problems and that problem identification (via evaluation) is the first and most important step in finding solutions. Indicate that you want to join with your clients in finding solutions and identifying parts of their lives that are working well.

7. Advise your client to be on time, honest, and thorough while describing their history and circumstances. The evaluation process is an opportunity to describe his or her side of the story to someone who is objective and who will listen and document their statements in a formal report.

What to do Before the Clinician Arrives to Conduct an Evaluation

1. Social worker or supervisor needs to be available for consultation.
2. Make sure client has transportation to evaluation.
3. Have any additional paperwork, notes, or reports copied and ready to give to clinician.
4. Make sure client is not sick.
5. Make sure client has eaten and perhaps has a snack with them.
6. Inform client of time requirements for evaluation. Most evaluations take at least one half day to complete and some take all day or may be split among two days.
7. Interviewing space should be clear of distractions, have a table and at least two chairs. For child evaluations, the room should be simply furnished with no toys, play
materials or other items that might distract the child.
8. Alert clinician to any special circumstances such as when family members can not be in same vicinity of each other.
9. Alert clinician ahead of time if there are communication obstacles such as a need for interpreter, developmental delays or learning disabilities.
10. If possible, there should be a telephone available for the clinician to use in making calls to collateral parties. A room with an internet connection can greatly enhance clinician efficiency.

The Evaluation Report

Carolina Care and Counseling issues a formal report following completion of every evaluation. This report consists of:

1. A summary of referral information, specific questions to be answered in the evaluation, and records/documents reviewed in preparation for the evaluation. Records/documents reviewed by Carolina Care and Counseling are usually presented as attachments to the report so that professional parties have access to the information considered during the evaluation.

2. A table itemizing services rendered, participants in these services, and the length of time required for each service to be completed. Each service listed is described in the text of the report. Each service listed in this table will correspond to services listed on the invoice Carolina Care and Counseling issues for the evaluation.

3. A summary of any case management services that are required to initiate and complete the evaluation.

4. A summary of the consent process completed with each participant in the evaluation. All consent and release forms associated with the evaluation will be attached to the formal evaluation report.

5. A summary of the client’s mental status at the time of the evaluation.

6. A detailed summary of the client’s clinical interview. This will include direct quotes of the client’s statements about his/her current situation and extended history. For comprehensive evaluations, detailed social, educational, occupational, and medical histories will be secured and summarized.

7. If applicable, detailed reporting of psychometric findings (the results of psychological tests) and the meaning (interpretation) of these findings. Test data will be presented using tables and sufficient references to statistical results (e.g., T-Scores) so that the test results are usable by other psychologists in the event a second opinion about your client becomes necessary.
8. Summaries of information presented and secured during case conferences associated with the evaluation process.

9. A detailed discussion of impressions resulting from the evaluation, including a diagnostic formulation and specific responses to all referral questions associated with the evaluation.

10. A detailed discussion of service recommendations for the client, including discussion of the reasons why these services are needed.

Carolina Care and Counseling dictates each formal report within 24 hours of completing the interview/evaluation. Upon dictation, it goes through transcription, clinician review, and invoicing. The evaluation report is usually available three weeks after the evaluations have been completed.

It is possible for Carolina Care and Counseling to complete emergency and priority evaluations and issue formal, final reports on a “rush” basis. In these situations, reports can be finalized and distributed within 48 hours of completion of the evaluation process. A “rush fee” is required in these situations because they involve using transcription and support staff beyond normal working hours. Please notify our administrative staff if an evaluation is to be conducted on an emergency or priority basis with “rush” reporting so that we can schedule Carolina Care and Counseling administrative time accordingly and so that you and your agency can be made aware of the additional costs involved.

Final reports are usually sent to the professional party (e.g., social worker, attorney, physician) who referred the case via regular mail service. Overnight and priority mailing is possible at an additional cost. We will fax reports that do not exceed 30 pages at no additional cost.

Some attorneys find it useful for Carolina Care and Counseling to issue an executive summary of evaluation results in addition to the extended formal report in order to expedite case review. Many judges presiding over cases find these summaries useful because of the volume of written materials presented to them during court hearings. If you think an executive summary of evaluation results would be helpful or useful in your case, please instruct Carolina Care and Counseling administrative staff to prepare it in addition to the standard report.

Additional copies of evaluation reports are available upon request and can be distributed (following receipt of all required consent and release forms) on your behalf by Carolina Care and Counseling. Fees for this service include the costs of copies, mailing costs, and the costs of administrative time. Please contact Carolina Care and Counseling administrative staff for specific requests and itemization of costs.
Appendix
DIVISION OF SOCIAL SERVICES
VENDOR AGREEMENT AND AUTHORIZATION FOR PSYCHOLOGICAL SERVICES

1. a. This agreement, along with the DSS-1724 and DSS-1919, if required, is hereby entered into between the ___________ County Department of Social Services, the “Department” and Dr. D. Robert Aiello, the “Provider”, for the provision of psychological services as stipulated in Regulation 10 NCAC 35G of the North Carolina Administrative Procedure Code and in accordance with the policies, procedures, and standards contained in Volume VI, Chapter IV of the Division of Social Services’ Family Services Manual.

   b. The individual named below is eligible to receive psychological services:
      1) Recipient Name: ________________________________
      2) Recipient Category Code: ________________________
      3) Recipient ID#: ________________________________
      4) Service Code: __________________________________
      5) Period of Authorization: From ___/___/___ through ___/___/___
      6) Person to Receive Service if different from b. 1) above:

2. The Provider is hereby authorized to provide psychological services for the period authorized to the individual stated above at the fixed rate of:
   a. $__________ per hour for ___________________, and; $__________ per hour for__________________.

   b. Total reimbursement is not to exceed $__________ (REIMBURSEMENT MAY NOT BE MADE PRIOR TO RECEIPT OF AGREEMENT SIGNED BY BOTH PARTIES.)

      1) One-Time or Short-Term Services: Claims for services lasting less than three months may be submitted monthly (by the fifth working day of the month following the month of service) or after all services have been provided in which case the total claim should be submitted to the Department within thirty days after services end.

      2) Long-Term Services: Claims for reimbursement should be submitted by the provider to the Department monthly. Normally, claims are due by the fifth working day of the month following the month services were rendered.

3. Insurance: Is there health insurance that would cover all or part of the cost of service? □ Yes □ No
   If Yes, the Provider must bill for insurance and note payment on claim.
   If insurance payment is not received within 45 days, the Provider is to proceed with filing a claim under this Agreement noting that the insurance claim has been filed.

4. A psychological services report must be supplied quarterly, unless stipulated differently in 5. h., to the Department addressing the issues described in the Psychological referral Form (DSS-1724) and the progress of the person receiving services. An initial report for psychological evaluations/studies/consultations must be made to the Department by ___/___/___ (date).

5. In addition, the Provider will:
   a. Comply with Titles VI and VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 which prohibit discrimination against the recipient and/or employees on the basis of race, sex, religion, color, national origin or disability; and,

   b. Keep confidential any information about a client which is shared by the Department or the client, and will share such information only with authorized Department or Provider staff who need to know in order to coordinate and manage service delivery to the client; and,

   c. Comply with all applicable licensing standards, by Division of Social Services or State Law.
d. Maintain appropriate program records and appropriate case files to document the provision of the agreed upon service(s) to individuals determined eligible by the Department and authorized as eligible to Provider by the Department; and,

e. Accept fiscal responsibility for deviations from the terms of this agreement as a result of acts of the Provider or any of its officers, employees, agents or representatives.

f. Retain all books, records and other documents relevant to this agreement for three years after final payment or until all audits continued beyond this period are completed. Federal auditors and any persons authorized by the Division of Social Services of the Department shall have the right to examine any of these materials.

g. CHARGE NO FEE NOR COLLECT ANY MONEY FROM THE RECIPIENT FOR THE SERVICES AUTHORIZED BY THIS AGREEMENT.

6. Each party hereto agrees to be responsible for its own liabilities and that of its officers, employees, agents or representatives arising out of this agreement.

<table>
<thead>
<tr>
<th>Department of Social Services</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Title:</td>
<td>Title: Licensed Health Services Provider-Psychologist</td>
</tr>
<tr>
<td>Address:</td>
<td>Address: 8520 Six Forks Road – Suite 204</td>
</tr>
<tr>
<td></td>
<td>Raleigh, NC 27615</td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

INSTRUCTIONS

I. Purpose
This form serves both as the instrument through which the county department of social services contracts to purchase psychological services, and as the authorization to the Provider (in lieu of DSS-1360) for services to a specific individual. Therefore, a separate agreement must be negotiated for each individual who is to receive the service.

II. Instructions for Completing the Form
Item 1: Refer to Appendix A of Chapter II, Volume VI, Family Services Manual or to Appendix B of SIS User’s Manual to assure that psychological services is a part of service definitions to be used and to obtain service codes. Show period of authorization (b.5.). This is the period during which the provider is authorized to provide services and may be different from the eligibility period. The beginning date of the period of authorization must be on or after the beginning date of the client’s period of eligibility. The ending date of the period of authorization must be on or before the ending date of the eligibility period. For clients with open-ended eligibility, the county department of social services may put an ending date or leave the space blank. In the latter case, the provider will be authorized to provide services until notified otherwise.

Item 2: The amount of the fixed rate is entered in 2.a. Space for two rates is provided in case the provider will be reimbursed a different amount for any of their services. For example, the Provider may be paid the standard fixed rate for treatment and a lower, negotiated rate for consultation.

Item 3: Clients should be advised by the county department of social services to have the name of the Insurance carrier and policy number at the time of the first visit to the provider.

III. Routing Instructions
Complete and sign two originals of the form. A copy of the original is to be retained by the county department of social services and placed in the recipient’s service record. The two originals are to be sent to the Provider. The Provider signs both originals and keeps one in his records. The second original is to be returned to the county department of social services with the psychological report and billing statement prior to reimbursement for any services.

IV. Signatures
The form must be signed in accordance with policy set forth in Volume VI, Chapter IV of the Family Services Manual.
SOCIAL HISTORY

Please answer the following questions in order to summarize your client’s social history:

What brought the client to your agency?

What are the current issues affecting the client and his/her family?

What historical factors impact the client’s current functioning?

Have evaluations or psychological tests been completed in the past? (If so, please attach a copy of the evaluation/test report if it is available). Does the client have a history of mental health treatment?

Please provide any additional historical information you believe would be helpful:
REFERRAL QUESTIONS

Agency: ________________________________________________________________

Social Worker: __________________________________________________________

Client's Name: ___________________________________________________________

Client's Date of Birth: ____________________________________________________

☐ Does this client have any diagnosable psychological disorder?

☐ What treatment or service plan recommendations can you offer on this client's behalf?

☐ How cooperative will this client be with treatment and service plan recommendations?

☐ What is this client's prognosis for successfully addressing/resolving his/her problems?

☐ Does this client need parent education services?

☐ Does this client have any cognitive or learning problems that need to be considered or addressed?

☐ Should this client be referred for a psychiatric evaluation?

☐ Does this client appear to understand his/her responsibilities and contributions to the problems he/she is experiencing?

☐ ________________________________________________________________

☐ ________________________________________________________________
Authorization for Release of Information

I, ____________________________, grant permission for Carolina Care and Counseling, Inc. to release and/or exchange information concerning ________________________________ with:

_________________________________________________
_________________________________________________

This information will include:

_____ General historical Information (social, educational, medical, occupational history)

_____ Substance Use History

_____ History of Mental Health Treatment Services

_____ Psychological Testing and Interpretive Summary;

_____ School Records and Testing Scores;

_____ Agency summation of case notes/agency involvement, and evaluation/reports (specify agency: ________________________________);

_____ Verbal exchange of information between professional staff of both clinics/institutions/agencies and/or organizations;

_____ Expert witness testimony, if deemed necessary by the court;

_____ Other: ________________________________

This Authorization is valid for no more than (1) year.

__________________________________________  ________________________________
Client Signature          Date

__________________________________________  ________________________________
Parent/Guardian           Witness
Consent to Evaluation and Authorization for Release of Information

I, ________________________________, consent to this evaluation and grant permission for Carolina Care & Counseling, Inc., to exchange the following information concerning with:

The ____________________________ County Department of Social Services

Presenting Concerns (reasons for this evaluation);

- Historical Information:
  - Social History
  - Medical History
  - Occupational History
  - Educational History
  - Substance Use History
  - Other:
  - History of Mental Health Treatment
  - Psychological testing and interpretive summary;
  - School records and testing scores;
  - Agency summation of case notes/agency involvement, and evaluation/reports (specify agency: ________________________________);
  - Verbal exchange of information between professional staff of both clinics/institutions/agencies and/or organizations;
  - Expert witness testimony, if deemed necessary by the court;
  - Other: ________________________________

I understand that Dr. Aiello will issue a written report of my evaluation results to ________________________________. I understand that the County Department of Social Services is paying Carolina Care & Counseling, Inc. for this evaluation. I understand that my evaluation report will become part of my records with the County Department of Social Services and that requests for copies of my evaluation report should be directed to the County Department of Social Services. This Authorization is valid for no more than (1) year.

IN TESTIMONY WHEREOF, having read, designated the items, and understood this agreement, I have set my hand to seal this ________ day of ___________________________ 20__________.

Client Signature __________________________________________ Date ____________________________

Parent/Guardian (if client is under 18) __________________________ Witness __________________________
AUTHORIZATION REQUEST FOR (check one):

_____ CHILD FAMILY EVALUATION (CFEP)

CHILD

Child's Name ___________________________ Age _____ Gender _____ Race ____________
Address _______________________________ Birthdate ____________________________
City & State ___________________________ Telephone ____________________________
Recipient I.D.# ______________________ Custody Status __________________________

PARENTS OR GUARDIANS

Name ___________________________________ Age __________ Race ______________
Address _______________________________ Education ____________________________
City/State/Zip __________________________ Relationship to Child ______________________
Telephone ______________________________

Name ___________________________________ Age __________ Race ______________
Address _______________________________ Education ____________________________
City/State/Zip __________________________ Relationship to Child ______________________
Telephone ______________________________

SOCIAL SERVICES

Worker ____________________________ Date of Request ______________
County ____________________________ Telephone ____________________________
Worker's Signature __________________________

REASON FOR EVALUATION

Alleged Physical Abuse _____ Alleged Neglect ____ Alleged Emotional Abuse ____
Alleged Sexual Abuse ______ Other ____________________________________________
PLEASE SUBMIT FOR AUTHORIZATION PRIOR TO START OF EVALUATION!

BACKGROUND ON CURRENT ALLEGATIONS/CONCERNS (Add extra page if necessary)

Is this case still in the CPS investigative stage?  Yes  No

Which of the following have been done as part of the current CPS investigation:

<table>
<thead>
<tr>
<th>Interview(s) of Child</th>
<th>No</th>
<th>Yes</th>
<th>How many?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interview(s) of parent/caretaker</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Interview(s) of collaterals in case</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Child Medical Exam (CME)</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

CME Results

SPECIFIC QUESTIONS TO BE ADDRESSED IN EVALUATION

Name of Examiner for whom you are requesting approval

For Central Office Use Only:

Request Approved for Funding:  Yes  No  Date

If not, reason:

_____ hours approved for Examiner

(Contact central office at 919-843-9365 for re-authorization if examiner changes.)