



North Carolina Department of Health and Human Services
Division of Aging and Adult Services

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Division Director

December 1, 2014

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

**ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS
SOCIAL SERVICES SECURITY OFFICERS**

SUBJECT: 2014 End-of-Year DHHS Blanket Bond Reconciliation

The Adult Services Section of the Division of Aging and Adult Services (DAAS) is responsible for management of the Department of Health and Human Services (DHHS) Blanket Bond for Disinterested Public Agent Guardians. As part of this responsibility, we are preparing for the 2014 annual accounting with the insurance carrier. This accounting requires that accurate information be submitted to the insurance carrier regarding the names of all wards represented by public agent guardians and the amount of each ward's bond. It is important that our records be kept up-to-date to maintain valid coverage for each ward registered in the DHHS Blanket Bond system. In addition, the amount of the premium paid by DHHS for the total bond is based on the aggregate amount of bond for each ward. You are responsible for notifying DAAS of any changes in the status of each ward throughout the year.

Instructions for Obtaining "Wards by Agency Report"

With the assistance of your security officer, you can obtain your "Wards by Agency Report" directly from the DHHS Client Services Data Warehouse (CSDW).

Services staff should meet with the agency security officer to establish a collaborative plan for accessing the report. All social services security officers already have access to the CSDW, which is found at the following website: <https://csdwportal.dhhs.state.nc.us/csdwlogin/>. Please note that this website address has been upgraded and takes you to "Client Services Data Warehouse Query Tool using Business Objects XIR4". The process of obtaining your "Wards by Agency Report" remains the same.

The "Wards by Agency Report" may be obtained by doing the following:

1. Log onto CSDW
2. Click on "Documents"
3. Click on "folders" in the bottom left corner.
4. Click on "+" beside "Public Folders" on the left side of the screen.

www.ncdhhs.gov • www.ncdhhs.gov/aging
Tel 919-855-3400 • Fax 919-733-0443

Location: Taylor Hall, 693 Palmer Drive • Raleigh, NC 27603
Mailing Address: 2101 Mail Service Center • Raleigh, NC 27699-2101
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5. Click onto “+” beside “*DHHS Main Document*” on the left side of the screen.
6. Click on “+” beside “*DAAS*” on the left side of the screen.
7. Click on the folder beside “*Guardianship*” on the left side of the screen.
8. Double Click on “*Active-Wards by Agency Report*”.

You must respond to the following prompts:

“*Agency Type Equal to*” appears in the left hand text box. Highlight this prompt, then go to the far right and all agency types will appear: Aging, Health Dept, MH and DSS. Click on agency type and one by one, delete each unwanted agency until only DSS appears. Using the “<” allows you to delete each unwanted agency type. The “*Agency Type Equal to*” text box to your left should read “*Agency type equal to DSS*”.

“*Report Month Equal to*” Highlight this prompt. Click on the “Refresh Values” button. Scroll Down to the most recent date in the text box (should be 201411) and highlight it. Click on the “>” button. The date you highlighted should appear in the text box to the right. The report month you selected will then appear in the “*Report Month Equal to 201411 (Nov.2014)*”.

When you have the *appropriate* entries in the prompts, click on “*Run Query*”. “*Wards by Agency Report*” will appear.

Print a copy of the report.

Security officers who need additional assistance with the new CSDW system can contact csdwsupport@dhhs.nc.gov, or call (919) 855-3200 and choose Option 2.

Making Changes and Updates to Your List of Wards

When you obtain your printed copy of the “*Wards by Agency Report*”, please review the entries for accuracy, with particular attention to the following:

- Wards your agency is no longer responsible for, whose names should be deleted from your list.
- Wards your agency is responsible for, whose names are not on the list.
- Guardianship Appointment date.
- Estate and bond coverage amounts listed for each ward.
- Dates of birth.
- Name and title of the public agent guardian.
- Correct spelling of wards’ name as appear in SIS.
- Interim Guardianship beyond 90 days.

Please note that North Carolina General Statute 35A-1239 requires bond coverage for all disinterested public agents appointed to serve as guardians, whether they are appointed to serve as guardians of the person, estate, or general guardians.



Please submit all changes and/or updates to your agency's bond list, using the DAAS-7016. If there are no changes in the ward's information, do not submit the form. A copy of the form may be accessed at <http://info.dhhs.state.nc.us/olm/forms/doa/DAAS-7016.xls>.

Additionally, we are requesting that you complete the DAAS-7016 for wards who are covered by a private bond. Wards that are covered by a private bond are not included in the report submitted to the insurance carrier, but accurate data is essential when responding to requests for information. It is important that we maintain an accurate account of all active wards with public agent guardians. Please write "Private Bond" on Line 14 when completing the DAAS-7016.

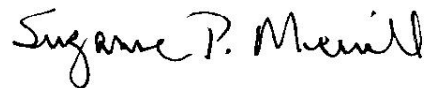
All DAAS-7016 forms containing necessary changes and/or updates to your list of wards should be mailed or faxed to:

Evelyn Pitchford Guardianship Consultant
Division of Aging and Adult Services
Adult Services Section
2101 Mail Service Center
Raleigh, NC 27699-2101
Fax: 919-715-0023

PLEASE SUBMIT ALL CHANGES AND/OR UPDATES BY January 15, 2015

If you have questions or need additional information, please contact Evelyn Pitchford (919)855-3469 or by e-mail at Evelyn.Pitchford@dhhs.nc.gov, or questions can be addressed to the Adult Services list serve.

Sincerely,



Suzanne P. Merrill
Division Director
Adult Services Section