

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


2101 Mail Service Center • Raleigh, North Carolina 27699-2101
Tel 919 733-3983 • Fax No. 919 733-0443

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Dennis W. Streets
Director

DAAS Administrative Letter No. 10-18

To: Adult Day Care Coordinators, County Department of Social Services' Adult Services Supervisors, Adult Day Health Specialists, Area Agency on Aging Directors, Adult Day Care/Adult Day Health Services Providers

From: Dennis W. Streets 

Subject: Adult Day Care/Adult Day Health Services Complaint Policy

Date: September 20, 2010

This Administrative Letter supersedes Administrative Letters 10-01 and 10-02.

The Division of Aging and Adult Services revised the Adult Day Care/Adult Day Health Services Complaint Policy regarding:

- 1). The number of business hours that Division of Aging and Adult Services staff has to forward the completed DAAS-600 (Adult Day Services Complaint Intake Form) to county departments of social services if Division of Aging and Adult Services staff receives the initial complaint.
- 2). The number of business days the Coordinator and/or Specialist has to submit the completed Adult Day Services Complaint Investigation Report (DAAS 601) after the Investigation Visit to the Adult Day Care Consultant at the Division of Aging and Adult Services.
- 3). The information that shall be forwarded to the program directors after the investigation is completed.

1). Required Number of Business Hours that Division of Aging and Adult Services staff has to forward complaint to County Department of Social Services if Division of Aging and Adult Services staff receive the initial complaint and complete the DAAS-600 (Adult Day Services Complaint Intake Form).

The revised policy requires that if Division of Aging and Adult Staff receive the initial complaint and complete the DAAS-600 (Adult Day Services Complaint Intake Form), that the Division of Aging

Location: 693 Palmer Drive, Raleigh, NC 27603 • State Courier No. 56-20-02
An Equal Opportunity / Affirmative Action Employer



<http://www.nccarelink.gov/>

and Adult Services staff has 48 business hours rather than 24 hours to forward this information to the County Department of Social Services where the adult day care program is located that the complaint is regarding.

This change was made to ensure that the Division of Aging and Adult Services staff has adequate time to receive as much information as possible from the complainant prior to forwarding the complaint to the county Department of Social Services where the adult day care program is located that the complaint is regarding.

Additionally, this change will allow the Division of Aging and Adult Services to respond timely if initial complaint information is submitted during non-business hours on non-business days and Division of Aging and Adult Services staff is not aware that such information has been submitted. See page 3 of the Adult Day Care/Adult Day Health Services Complaint Policy.

2). Required Number of Business Days After Investigation Visit to Submit Completed Documentation to DAAS.

The revised policy requires that the Coordinator and/or Specialist submit the completed Adult Day Services Complaint Investigation Report Form (DAAS-601) along with the Adult Day Services Intake Form (DAAS-600) to the Adult Day Care Consultant at the Division of Aging and Adult Services **within 10 business days of the investigation visit** rather than within 5 days of the investigation visit.

DAAS made this revision to the policy because many participants attend adult day care programs part-time and some adult day care program staff members only work part-time. Therefore, repeat investigation visits to the program may be required so that all of the interviews can be completed when the interviewees are at the program location. Additionally, if caregivers or family members of participants need to be interviewed, arranging these interviews may be difficult as they may be working and this is why their loved ones attend an adult day care program. See page 9 of the Adult Day Care/Adult Day Health Service Complaint Policy.

3). Required Documentation to be Submitted to Program Director after Investigation is Completed.

The change regarding the information that is to be forwarded to the program director is in order to protect the complainants' identity if she/he wishes to remain anonymous and the identity(ies) of the participant(s) involved in the complaint. See page 11 of the Adult Day Care/Adult Day Health Service Complaint Policy.

The previous Adult Day Care/Adult Day Health Service Complaint Policy indicated that the following items should be submitted to the Program Director:

- a copy of the completed Adult Day Services Complaint Investigation Intake Form (DAAS-600),
- a copy of the completed Adult Day Services Complaint Investigation Report (DAAS-601) (the narrative portion) and
- a copy of the letter to the Complainant from the Coordinator/Specialist regarding the outcome of the investigation's findings.

The revised Adult Day Care/Adult Day Health Service Complaint Policy indicates that **ONLY** the following item should be **submitted to the Program Director:**

The completed Adult Day Services Complaint Investigation Report (DAAS-601).

The revised Adult Day Care/Adult Day Health Service Complaint Policy and procedures shall become effective October 1, 2010.

The Adult Day Services Complaint Policy is available on line on DAAS' web site at:

<http://www.ncdhhs.gov/aging/adcsvc.htm>

The DAAS-600 and DAAS-601 forms are available on line as Interactive PDF documents on DAAS' web site at:

<http://www.ncdhhs.gov/aging/adcdwn.htm>

Please contact Heather Carter, Adult Day Care Consultant, if you have any questions regarding this policy or forms at heather.carter@dhhs.nc.gov or 919-733-0440.