



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**JOYCE MASSEY-SMITH, MPA** •  
Director, Division of Aging and Adult Services

November 18, 2019

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

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

**SUBJECT: ADULT SERVICES SURVEY**

The Division of Aging and Adult Services is conducting the annual survey of Adult Services programs to collect information about the needs of vulnerable older adults and adults with disabilities who come to the attention of your agency. The survey covers the period July 1, 2018 through June 30, 2019. Data from the survey allows the Division to capture information not collected in the Adult Protective Services Register (APS-R) and Disinterested Public Agent Guardians (DPAG) systems and will provide a more complete picture of Adult Services in North Carolina. The total number APS reports received in an agency, number of referrals, outreach activities, and staff time and resources needed to administer the county programs are the key pieces of information collected in the survey. Once the survey data is compiled it will be shared with all DSS agencies and key stakeholders.

This year the survey will be completed through the online survey tool SurveyMax. We hope that this change will make completion of the survey easier and more convenient for your agency. We have included additional questions about staff vacancies and training in the survey. You will continue to input data from your 2019 APS Register Reports, your agency's APS log and completed APS intake forms. This year you will also use fiscal information regarding both the Adult Protective Services and Guardianship programs that can be gathered through the XPTR system. The link to the Adult Services Annual Survey can be found at [Adult Services Annual Survey 2018-2019](#). Instructions for completing the survey are included in each section. We are providing a document, attached to this letter, that includes the questions covered in the survey, as well as additional guidance. It is recommended that you review the document prior to completing the survey in SurveyMax.

In order for the Division to compile the data in a timely manner, please complete the survey no later than January 20, 2020. Note that your survey responses must be reviewed by your agency's Director prior to its submission. Thank you for your prompt attention to this matter. If you have questions or need additional information, please contact Sarah M. Smith at [sarah.smith@dhhs.nc.gov](mailto:sarah.smith@dhhs.nc.gov) or the Adult Services listserv at [dssasup@listserv.unc.edu](mailto:dssasup@listserv.unc.edu).

Sincerely,

Karey Perez  
Adult Services Section Chief

KP/sms/ctw

Attachment: AS 18-19 Survey Document

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**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES**

LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603  
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101  
www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

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