

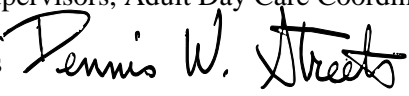
**North Carolina Department of Health and Human Services  
Division of Aging and Adult Services**

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Lanier M. Cansler, Secretary

Dennis W. Streets  
Director

DAAS Administrative Letter No. 11-03

**To:** County Department of Social Services Directors, Area Agency on Aging Directors  
**ATTN:** Adult Services Supervisors, Adult Day Care Coordinators, AAA Monitoring Staff  
**From:** Dennis W. Streets   
**Subject:** Adult Day Care and Adult Day Health Services Procedures Manual (Formerly Family Services Manual, Volume V, Chapter II)  
**Date:** February 10, 2011

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The Adult Day Care Consultants at the Division of Aging and Adult Services revised the manual regarding the provision of adult day care and case management for participants of adult day care programs funded to attend these programs through the State Adult Day Care Fund (SADCF) formerly known as the Family Services Manual, Volume V, Chapter II.

The Adult Day Care Consultants presented the revised manual to the Services for Older and Disabled Adults Committee in November 2010. The committee accepted the revised manual. Revisions suggested by County Department of Social Services' staff members were included in the latest content revision, 1/14/2011. These revisions along with others made by DAAS staff for consistency with other manuals were sent to the co-chairs of the Services for Older and Disabled Adults Committee for comment. At this time, no other revisions have been suggested by members of this committee.

The Adult Day Services Complaint Policy and Procedure Manual titled "Managing Complaints" was incorporated into the final draft of this manual in Appendix C. It also maybe viewed on the DAAS web site at: [http://www.ncdhhs.gov/aging/ADS\\_Complaint\\_Policy.pdf](http://www.ncdhhs.gov/aging/ADS_Complaint_Policy.pdf)

The Adult Day Care and Adult Day Health Services Procedures Manual is available on the DAAS web site at: <http://www.ncdhhs.gov/aging/manuals.htm> or <http://www.ncdhhs.gov/aging/adcsvc.htm>

Please note that the Adult Day Care and Adult Day Health Services Procedures Manual supersedes prior versions of the Family Services Manual, Volume V, Chapter II and **becomes effective March 1, 2011.**

If you have further questions, please contact Heather Carter or Glenda Artis at 919-733-0440 or [heather.carter@dhhs.nc.gov](mailto:heather.carter@dhhs.nc.gov) or [glenda.artis@dhhs.nc.gov](mailto:glenda.artis@dhhs.nc.gov)

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