



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

DAAS ADMINISTRATIVE LETTER NO. 20-02

TO: County Department of Social Services Directors
Adult Day Care Coordinators
Adult Day Health Specialists
Adult Services Supervisors

FROM: Joyce Massey-Smith, Director

DATE: February 17, 2020

RE: Revised Adult Day Care/Adult Day Health Complaint Policy

The Adult Day Care/Adult Day Health Complaint Policy (which is currently Appendix C of the Adult Day Care and Adult Day Health Services Procedures Manual) has been revised regarding distribution of the investigation report and letters to the complainants and providers concerning the complaint investigation.

These changes were made in response to feedback received from the county staff who are investigating these complaints.

Please find the revised policy and letter templates attached. You may direct any questions to Heather Carter at Heather.Carter@dhhs.nc.gov or 919-855-3416 and Glenda Artis at Glenda.Artis@dhhs.nc.gov or 919-855-3412.

JMS/HC/pg

Attachment(s)

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

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