



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

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DIRECTOR

December 1, 2017

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

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

**SUBJECT: 2017 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 2017 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: <http://csdwportal.dhhs.state.nc.us/csdwlogin/>.

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

1. Log into: <http://csdwportal.dhhs.state.nc.us/csdwlogin/>.
2. Click: Documents
3. Click: Folders (Bottom left hand corner of screen)
4. Click: "+" beside "Public Folders" on the left side of the screen.
5. Click: "+" beside "DHHS Main Document" on the left side of the screen.

6. Click: “+” beside “DAAS” on the left side of the screen”.
7. Click: folder beside “Guardianship” on the left side of the screen.
8. Click: “Active-Wards by Agency Report”.
9. You must respond to the following prompts:

“Agency Type Equal to:”– Highlight this prompt

“Agency Type Equal to” text box. One by one, delete each unwanted agency type by highlighting it and clicking on the “Remove Selected Value(s)” button.

This appears as the less than arrow to the left of the text box. When you have removed all unwanted “agency type” only agency (DSS) will appear in the highlighted “Agency Type Equal to:” prompt. “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 201711) and highlight it.

“Click on the “Add From List of Values” button. The report month you selected will then appear in the “Report Month Equal to:” prompt.

10. When you have the appropriate entries in the prompts, click on “OK” and your “Wards by Agency Report” will appear.
11. Print a copy of the report.

Security officers who need additional assistance with the new CSDW system can contact [csdwsupport@ncmail.net](mailto:csdwsupport@ncmail.net), 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 you are no longer responsible for and whose names should be deleted from your list.
- Wards you are responsible for but whose names are **not on the list**.
- Date of the guardianship appointment.
- Estate and bond coverage amounts listed for each ward.
- Wards’ dates of birth.
- Name and title of the public agent guardian. If guardian name is the only change it is not necessary to submit a 7016. Please send an e-mail to [evelyn.pitchford@dhhs.nc.gov](mailto:evelyn.pitchford@dhhs.nc.gov) with the director’s name and title as it should appear in the database. Please include the previous director’s name.
- Medicaid County (indicate if no Medicaid)
- SIS ID#
- Correct spelling of wards’ names as they appear in SIS.

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, on the revised DAAS-7016. If there are no changes in the ward’s information, do not submit the form. A copy of the revised form may be accessed at <https://www2.ncdhhs.gov/info/olm/forms/daa/DAAS-7016.xls> .

Additionally, we are requesting that you complete the DAAS-7016 for wards who are covered by a private bond. Wards covered by a private bond are not included in the report submitted to the insurance carrier, but accurate data is essential when responding to legislative requests. 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.

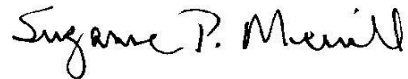
All DAAS 7016 forms containing necessary changes and/or updates to your list of wards should be mailed or faxed to:

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 16, 2018. If your list is correct and no action is needed please e-mail Evelyn Pitchford at [Evelyn.Pitchford@dhhs.nc.gov](mailto:Evelyn.Pitchford@dhhs.nc.gov) to confirm that no changes are needed.**

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](mailto:Evelyn.Pitchford@dhhs.nc.gov).

Sincerely,



Suzanne P. Merrill  
Director

JMS/sms/pg

AFS-06-2017