



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 24, 2021**

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

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

**SUBJECT:** 2021 End-of-Year DHHS Blanket Bond Reconciliation

**REQUIRED ACTION:**  Information Only  Time Sensitive  Immediate

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.

The Adult Services Section of the Division of Aging and Adult Services (DAAS) is responsible for management of the North Carolina Department of Health and Human Services (DHHS) Blanket Bond for Disinterested Public Agent Guardians. As part of this responsibility, we are preparing for the 2021 annual accounting with the insurance carrier.

The accounting requires accurate information be submitted to the insurance carrier. The information submitted includes names of all individuals represented by public agent guardians and the amount of each individual's bond. It is important that our records be kept current to maintain valid coverage for each individual 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 individual. You are responsible for notifying DAAS of any changes in the status of each individual throughout the year.

Obtaining the Wards by Agency Report from CSDW

Accessing the *Wards by Agency Report* requires access to Clients Services Data Warehouse (CSDW). If you do not have access to CSDW, please speak with your agency's security office to obtain access to the CSDW system. Use the following steps to obtain your agency's **Wards by Agency Report** from CSDW:

- Log into CSDW, the website can be found at: <https://csdw.dhhs.state.nc.us/BOE/BI/>
- In the upper left-hand side of the screen, click **Documents**
- In the lower left-hand side of the screen, click **Folders**
- Expand the **Public Folders** by clicking the **+** to the left of the name
- Expand the **DHHS Main Document** folder by clicking the **+** to the left of the name

**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

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Expand the **DAAS** folder by clicking the **+** to the left of the name
- Select the **Guardianship** folder by double-clicking
- Select the **Active – Ward by Agency Report** by double-clicking
- The **Prompt** menu box will open, follow these additional steps in that menu box:
  - Select **Agency Type Equal To** on the left-hand side under **Prompts Summary**, when selected it should be highlighted blue
  - Select **Ageing** from the box on the right-hand side of the menu box and click the **<** button to remove it from the list
  - Repeat the same step to remove **Health Dept, MH** and any of the other categories; the only category remaining should be **DSS**
    - If you accidentally remove **DSS** from the list, click the **Refresh Values** button to start the list over
  - Select **Report Month Equal To** on the left-hand side under **Prompts Summary**, when selected it should be highlighted blue
  - Click the **Refresh Values** button, a list of report months should display in the **Report Month** box
  - Scroll to the bottom of the **Report Month** box and select **202110** and then click the **>** button (this will display the information from October 2021)
  - Click **OK**
- A copy of your agency's **Wards by Agency Report** should be displayed and can be printed directly from CSDW or can be exported to an Excel spreadsheet file and then printed

#### Reviewing, Making Changes and Updates to Your List

After accessing your *Wards by Agency Report* from CSDW, please carefully review each of the entries for accuracy, paying close attention to the following:

- Individuals you are no longer responsible for and whose names should be deleted from your list
- Individuals you are responsible for but whose names are not on the list
- Date of the guardianship appointment; this should be the date on the **order of appointment**
- Estate and bond coverage amount listed for each individual
- Individuals' dates of birth
- Name and title of the public agent guardian. If the guardian name is the only change, please send an e-mail to [Jenise.Horton@dhhs.nc.gov](mailto:Jenise.Horton@dhhs.nc.gov) stating the agency Director's name and title as it should appear as well as the previous Director's name.
- Medicaid County (indicate if no Medicaid)
- SIS ID# (11 digits)
- Correct spelling of individual names as they appear in SIS

If there are changes on your agency's list, complete and submit the required DAAS-7016 form. Complete and submit all [DAAS-7016](#) forms containing necessary changes and/or updates to your list of individuals via postal mail OR email:

DAAS  
ATTN: DSS Bond Reconciliation

2101 Mail Service Center  
Raleigh, NC 27699-2101

[Jenise.Horton@dhhs.nc.gov](mailto:Jenise.Horton@dhhs.nc.gov)

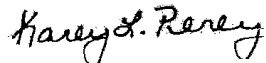
Remember to also complete the DAAS-7016 for individuals who are covered by a private bond. Individuals that are covered by a private bond are not included in the report submitted to the insurance carrier, but it is important that we maintain an accurate account of all active individuals with disinterested public agent guardians. Please write "Private Bond" on Line 14 when completing the DAAS-7016.

If your *Wards by Agency Report* is correct and no action is needed, please email Jenise Horton at [Jenise.Horton@dhhs.nc.gov](mailto:Jenise.Horton@dhhs.nc.gov) to confirm that no changes are needed.

If you have questions or need additional information please contact Sarah Richardson, Program Administrator, (919) 605-3640 or by e-mail at [Sarah.Richardson@dhhs.nc.gov](mailto:Sarah.Richardson@dhhs.nc.gov).

**Please review your agency's list of individuals under guardianship and respond by close of business January 14, 2022.**

Sincerely,



Karey Perez,  
Adult Services Section Chief

JMS/KP/cw/pg

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