



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 27, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ALL COUNTY DSS DIRECTORS AND ADULT SERVICES LEADERSHIP

SUBJECT: NC DHHS Adult Services Platform Updates

REQUIRED ACTION: Information Only Time Sensitive Immediate

In preparation for the new fiscal year and based on needs due to the recent move of North Carolina Department of Health and Human Services (DHHS) Adult Services to the Division of Social Services (DSS), NC DHHS Adult Services has updated and/or developed the following support and training resources related to NC DHHS Adult Services technological platforms.

NEW ADULT SERVICES LISTSERV ADDRESSES

- Effective July 1, 2024, the following listserv addresses should be utilized as applicable:
 - DHHS.AdultServices@dhhs.nc.gov: This replaces the previously utilized listserv address of DAAS.AdultServices@dhhs.nc.gov. This listserv is the listserv that should be utilized to contact NC DHHS Adult Services representatives with questions related to statute, administrative code, the application of policy, case staffing needs, or other inquiries you have for our team.
 - 5026.DHHSForms@dhhs.nc.gov: This replaces the previously utilized listserv address of 5026.DAASFORMS@dhhs.nc.gov.
 - 7016.DHHSForms@dhhs.nc.gov: This replaces the previously utilized listserv address of 7016.DAASFORMS@dhhs.nc.gov.
- The Supervisor's listserv address has not changed and is dssasup@listserv.unc.edu. The Supervisor's listserv remains a great forum to reach out to all 100 counties for topics such as county specific practices or placement resources. As noted above, questions related to interpretation of statute, administrative code, policy, or individual case staffing needs should be sent to the DHHS Adult Services team listserv.

NEW DHHS ADULT SERVICES SHAREPOINT SITE

- On July 1, 2024, NC DHHS Adult Services will launch a new SharePoint site which will replace the formerly titled "Special Assistance and Adult Services" site.
- All names submitted at the time of SharePoint reconciliation will be added to the new site on 7/1/2024. Users will receive an e-mail with a link to access the site for the first time. Thereafter, the site should be bookmarked and can be found at the following link: <https://ncconnect.sharepoint.com/sites/DHHSAdultServices>.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

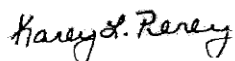
- A training video for the SharePoint site can be found on the NC DHHS Adult Services Learning Management System (LMS) at the following link: <https://ncdhhs-adult-services.myabsorb.com/#/login>. The training video is in the training catalog under “Tier 4: Tech How-To Hub” and the training video is titled “Adult Services SharePoint Tutorial.”

Adult Services Platform Registration and Support Form (Formerly known as Registration and Technical Assistance Form)

- The Registration and Technical Assistance Form name has been changed to the Adult Services Platform Registration and Support Form to better clarify the intention of the form to assist with Adult Services platform support.
- The Adult Services Platform Registration and Support form link has been updated for FY24/25 so please update your bookmark as the old link will no longer accept submissions after 6/30/2024.
- The Adult Services Platform Registration and Support form can be found at the following link: <https://forms.office.com/Pages/ResponsePage.aspx?id=31F2etC5mkSFw-zCbNftGYmWwt1TbaRMmzWLnYhl1BdUOTBQNIZQV1ZRNjk1SU55SzRVVkm0SEdYUyQIQCN0PWcu>.
- The Adult Services Platform Registration and Support form is to be utilized for the Adult Services:
 - SharePoint, LMS, and Supervisor Listserv Registrations
 - SharePoint and LMS Support
 - SharePoint, LMS, and Supervisor Listserv Removals
- All team members submitted during the SharePoint/LMS reconciliation will be added by 12PM on 7/1/2024. If any member of your team does not have a new SharePoint invite e-mail or LMS access, please complete the Adult Services Platform Registration and Support form at this time and submit the user’s name as a new registration.
- If a member of your team is in need of technical support for the SharePoint after the 7/1/2024 launch, an Adult Services Platform Registration and Support form should be completed only after the user has watched the following troubleshooting video and ensured that all preliminary troubleshooting tips have been followed.
- A training video for the completion of the Adult Services Platform Registration and Support site can be found on the NC DHHS Adult Services Learning Management System (LMS) at the following link: <https://ncdhhs-adult-services.myabsorb.com/#/login>. The training video is in the catalog under “Tier 4: Tech How-To Hub” and the training video is titled “AS Platform Registration and Support Walkthrough.”
- Please allow our team seven business days to respond to your request for assistance.

If you have any questions regarding this correspondence, please contact the listserv at DHHS.AdultServices@dhhs.nc.gov.

Sincerely,



Karey Perez
Deputy Director
NC DHHS Adult Services

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