



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**JOYCE MASSEY-SMITH, MPA** •  
Director, Division of Aging and Adult Services

November 7, 2023

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

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

**SUBJECT: 2023 END OF YEAR DHHS BLANKET BOND RECONCILIATION**

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

Under the mandate of North Carolina General Statute 35A-1239, it is a statutory requirement that all disinterested public agents appointed as guardians, whether in the capacity of guardian of the person, estate, or as general guardians, must be covered by a bond.

It is within the purview of the Adult Services Section of the Division of Aging and Adult Services (DAAS) to oversee the administration of the North Carolina Department of Health and Human Services (DHHS) Blanket Bond program designated for Disinterested Public Agent Guardians. As we approach the time for our 2023 annual accounting, which we conduct in collaboration with our insurance provider, we are actively updating our records to ensure they reflect the most current information.

The forthcoming accounting necessitates that we compile and relay precise data to our insurance carrier. This includes, but is not limited to, a comprehensive list of all individuals under the guardianship of appointed public agents and the precise bond amount allocated for each individual. The integrity and accuracy of our records are crucial not only for ensuring the continuity of proper coverage but also because the total premium that DHHS pays for the collective bond is contingent upon the cumulative value of each individual's bond within the system.

Your role in this process is both vital and appreciated. Your agency bears the responsibility for informing DAAS promptly of any and all changes that may occur in the status of the individuals you oversee throughout the year. This includes any alterations in guardianship assignments, terminations, or adjustments to the bond amounts.

We count on your cooperation to maintain the integrity and accuracy of our Blanket Bond system, which in turn helps us provide the necessary protections for those under guardianship. Please ensure that your records are up to date and correspond with the necessary updates as they happen. If you have any questions regarding the process or your responsibilities, do not hesitate to reach out.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Thank you for your prompt attention to this matter and your continued dedication to those individuals you serve under your agency's guardianship. **Please review the instructions and respond by close of business Friday, January 12, 2024.**

#### 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, that individual should have access to the CSDW system. Use the following steps to obtain your agency's **Wards by Agency Report** from CSDW:

- Log into CSDW, if you don't have the website bookmarked it 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
- 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 **Agging** 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 **202310** and then click the **>** button (this will display the information from October 2023)
  - 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 [7016DAASFORMS@dhhs.nc.gov](mailto:7016DAASFORMS@dhhs.nc.gov) stating the agency Director's name and title as it should appear as well as the previous Director's name.
- Correct spelling of individual names as they appear in SIS

If there are changes to 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 [7016DAASFORMS@dhhs.nc.gov](mailto:7016DAASFORMS@dhhs.nc.gov).

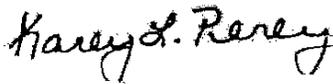
Remember to also complete the DAAS-7016 for individuals who are covered by a private bond. Individuals that are covered by a private bond are not included in the report submitted to the insurance carrier, but it is important that we maintain an accurate account of all active individuals with disinterested 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 [7016DAASFORMS@dhhs.nc.gov](mailto:7016DAASFORMS@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 Friday, January 12, 2024.**

Sincerely,



Karey Perez  
Adult Services Section Chief

DAAS\_AS\_13\_2023