September 22, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: WELCOME TO NC OAASIS:
Launching Updated Forms, Manuals, and User Access

REQUIRED ACTION: ☒ Information Only ☒ Time Sensitive ☐ Immediate

Today marks the official launch of the North Carolina Online Aging and Adult Services Information System (NC OAASIS) at 1:00 p.m. We are excited to welcome you and your staff to this new system, designed to enhance usability and streamline the way information is entered and reviewed. NC OAASIS replaces the legacy Adult Protective Services -Register (APS-R) and Disinterested Public Agent Guardian (DPAG) platforms and introduces the updated DHHS-AS-5026 and DHHS-AS-7016 forms, now aligned with new data collection criteria. These forms are now in effect and should be used for all entries going forward. To support this transition, user-friendly manuals with step-by-step guidance are available within NC OAASIS and on the DHHS Adult Services SharePoint site.

Key Guidance on Forms and NC OAASIS

- **DHHS-AS-5026** must be completed and entered into NC OAASIS within **15 calendar days** of the APS case decision. If the form is not entered within this timeframe, the system will generate an error message, and the County user must add a Journal Entry explaining the delay. NC OAASIS will then notify DHHS Adult Services staff that the form requires state review. Once reviewed, the County user will receive notice of either approval or denial.

- **DHHS-AS-7016** is required to generate a Bond Letter as proof of bond coverage. The form must be entered into NC OAASIS and approved by the County Supervisor user before the Bond Letter can be printed.

- **Both forms** must be reviewed by the County Supervisor user for accuracy and approved in NC OAASIS after being entered by the County Staff user. Supervisor approval activates the record in the system and serves as the official department of social services (DSS) review. County Supervisor users completing this step should have programmatic knowledge of Adult Protective Services (APS) and Guardianship to ensure accuracy prior to approval.

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

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Please Note: Any forms held for data entry since **September 15, 2025**, must be entered using the updated versions due to changes in the data fields. During the **system freeze**, DHHS-AS-5026 and DHHS-AS-7016 forms could not be entered into either the legacy systems or NC OAASIS. Counties will not be penalized for forms due during this period. All affected forms must be entered no later than **November 3, 2025**.

Transition to Updated User Manuals

The Adult Protective Services Register (APS-R) User's Manual is discontinued, along with the legacy system guidance it contained. Updated instructions are incorporated into the NC OAASIS User Manual - Disinterested Public Agent Guardian (DPAG) and the NC OAASIS User Manual - APS-R, both accessible directly in NC OAASIS and on the [DHHS Adult Services SharePoint site](#). Related updates are reflected in the revised [Adult Protective Services Manual](#), the [Guardianship Manual](#), and supporting training resources.

NC OAASIS Users

Each county was initially allotted **two users** in June 2025, one County Staff and one County Supervisor- for sandbox demos and testing. Beginning today, each agency is assigned user licenses as follows:
- **Level I (85 counties):** 4 per county → additional 2 users each
- **Level II (10 counties):** 5 per county → additional 3 users each
- **Level III (5 counties):** 7 per county → additional 5 users each

Each agency must complete the [Welcome User Access Survey](#) at the link provided by **close of business Wednesday, October 1, 2025**.

For each user, please provide:
- First and last name
- Email address
- NCID
- User Role

If your county does not need all licenses, please enter "N/A" for the required fields in the survey. After October 1, user changes may be requested using the [Adult Services Platform Registration and Support Form](#).

Training and Support

NC OAASIS training courses are available in the [DHHS Adult Services LMS](#). These courses cover topics such as entering and updating data, system navigation, and related functions. We strongly encourage staff to complete these training courses.

If your agency needs assistance, please contact:

- Adult Services program-related assistance: DHHS.AdultServices@dhhs.nc.gov.
- NC OAASIS technical support: DHHS.ITD.NCOAASIS.HELPDESK@dhhs.nc.gov.

Thank you for your leadership in reaching this important milestone and for preparing your staff to succeed. We are excited to take this next step with you and appreciate your continued partnership as we launch NC OAASIS and work together to strengthen APS and Guardianship services statewide.

Sincerely,

Karey Perez
Deputy Director, Adult Services

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