



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 26, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: NC OAASIS Create Common Name Data Services (CNDS) ID Number

REQUIRED ACTION: Information Only Time Sensitive Immediate

The Division of Social Services, Adult Services, is pleased to announce an enhancement to the NC OAASIS (North Carolina Aging and Adult Services Information System) platform. This update reflects ongoing efforts to provide county agencies with tools that streamline business processes and support efficient service delivery.

Beginning Monday, June 29, 2026, NC OAASIS will include new functionality that allows users to create a CNDS ID number directly within the system for adult services clients who do not already have an assigned CNDS ID. This enhancement eliminates the need for external requests and supports more efficient creation of Adult Protective Services and Guardianship records within NC OAASIS.

This update is part of broader efforts to strengthen data integration and client identification processes within NC OAASIS. The ability to connect clients to accurate Medicaid and CNDS identifiers remains a critical component of data migration and system readiness activities, including the attachment or assignment of CNDS numbers to legacy records.

The NC OAASIS User Manuals and the eLearning course TECH 102: NC OAASIS have been updated to include modules for both NC OAASIS: APS-R and NC OAASIS: DPAG to reflect this new functionality. The User Manuals are available on both the [NC DHHS Adult Services SharePoint](#) site and the NC OAASIS platform. The updated eLearning modules are accessible through the [NC DHHS Adult Services Learning Management System \(LMS\)](#).

Continued collaboration and engagement from county agencies remain essential as system improvements are implemented to support a dependable and user-friendly experience in NC OAASIS. Please share this information with Adult Services staff responsible for NC OAASIS documentation.

For technical assistance with NC OAASIS, please contact the OAASIS Help Desk at DHHS.ITD.NCOAASIS.HELPDESK@dhhs.nc.gov. For Adult Services programmatic questions, please contact DHHS.AdultServices@dhhs.nc.gov.

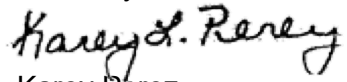
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Thank you for your continued commitment to serving North Carolina's vulnerable adults.

Sincerely,

A handwritten signature in black ink that reads "Karey L. Perez". The signature is written in a cursive style with a large, stylized initial "K".

Karey Perez
Deputy Director, Adult Services

DSS_AS_09_2026