

## **DHHS Directive Number II-42**

**Title:** Delegation of Authority to the Director, Office of Citizen Services  
**Effective Date:** November 3, 2008  
**Revision History:** January 1, 2002  
**Authority:** G.S. 143B-10

### **Purpose**

The purpose of this directive is to delegate, clarify and specifically confirm certain authorities of the Secretary of the North Carolina Department of Health and Human Services (NC DHHS) to the Director of the Office of Citizen Services. This position reports to the Senior Advisor to the Secretary and to the Secretary through the Senior Advisor and Deputy Secretary.

### **Delegation of Authority**

As provided in G.S. 143B-10(a), the Secretary of the DHHS delegates the following functions and responsibilities concerning management and administration to the Director of the Office of Citizen Services, subject to state and departmental policy:

1. The functions of management, related to the Office of Citizen Services, as defined in G.S. 143B-10 which include: planning, organizing, staffing, directing, coordinating, evaluating, reporting and budgeting.
2. Management of procedures for the Office of Citizens Services, including:
  - A. Ombudsman Program - The Director of the Office of Citizen Services serves as a central point of contact for citizens and an advocate for citizens with concerns related to DHHS programs and services. The Director serves as a liaison between citizens and DHHS Division Directors, Program Directors and other representatives throughout DHHS;
  - B. Information and Referral Service/CARE-LINE and NC careLINK - The Director of the Office of Citizen Services is responsible for overseeing the department's statewide Information and Referral Service, the CARE-LINE and careLINK;
  - C. Disaster Coordination - The Director of the Office of Citizen Services is responsible for overseeing disaster coordination efforts for DHHS;

- D. Customer Service Initiative - The Director of the Office of Citizen Services is responsible for ensuring that the Customer Service Task Force Plan is implemented by divisions and offices across the department, monitored and maintained to ensure the highest level of customer service throughout DHHS;
  - E. Problem Resolution - The Director/Ombudsman oversees the handling of problems, complaints or inquiries relating to the programs and delivery of services that fall within the jurisdiction of the Department in a timely manner;
  - F. DHHS Information and Referral Database - The Director ensures that a centralized database is maintained that tracks all inquiries received through the Office of Citizen Services for DHHS;
  - G. Statistical Reports - The Director oversees the tracking of crucial data that is captured through the Ombudsman and Information and Referral Service;
  - H. On-Line CARE-LINE and NC careLink - The Director provides oversight of the statewide Information and Referral Database that is web based, the On-Line CARE-LINE and NC careLink, ensuring that information and referrals that citizens search for on line are accurate and updated in a timely manner;
  - I. Central Point of Contact for Disaster-Related Incidents - The Director ensures Disaster Coordinators within every DHHS division/office are kept apprised of any incidents that may require activation of the NC Emergency Management Emergency Operation Center;
  - J. Serve as departmental liaison with the Governor's Office of Citizen Services and Community Relations; and
  - K. Serve as the central point of contact for training and technical assistance regarding Information and Referral projects across the department.
3. The Director shall be responsible for ensuring that the division is familiar with and adheres to the department's policy and procedures manual.

The Director of the Office of Citizen Services shall consult with and keep the Secretary and/or the Secretary's designee informed on all priority issues in the department.

This delegation of authority shall not deprive the Secretary from performing, in lieu of the Director of the Office of Citizen Services, any of the acts set forth above. This delegation of authority may be amended or withdrawn by the Secretary at any time and without notice. This delegation of authority shall not apply to any actions, which by law, state policy or NC Governor's Executive Order, may only be executed by the Secretary.

APPROVED

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Dempsey Benton, Secretary  
Department of Health and Human Services

