

10A NCAC 05C .0202 PUBLIC INFORMATION

(a) The Division of Aging shall provide for a continuing program of public information specifically designed to assure that information about the programs and activities relating to Title III and other division programs is effectively and appropriately disseminated throughout North Carolina. This process of public information shall include publication and dissemination of a quarterly newsletter.

(b) The Division of Aging shall provide statistical, programmatic and other types of data and information on North Carolina's elderly population to other DHHS Units, other State agencies and to other public and private agencies in an effort to disseminate information on the needs, problems and areas of opportunity for older North Carolinians.

(c) The Division of Aging shall make use of the resources of the DHHS public information office to the extent possible.

(d) The Division of Aging pursues a policy of freedom of information and provides reasonable access to the State plan on aging and approved plans for Title III and other Older Americans Act programs in the State. Such plans shall be available for review at reasonable times at the address of the Division of Aging. The following procedures outline the process to be utilized in fulfilling the Division's response to freedom of information:

- (1) Letters or telephone calls for information requests should be directed to the appropriate staff person within the Division. Unexpected drop-in visitings will be honored when the Division of Aging has a reasonable amount of time to comply with the request.
- (2) A review of each request will be made to ascertain if the information requested can be made available under the Division of Aging's policies on freedom of information.
- (3) With regard to requests to examine information at the Division of Aging office, a time for the requestor to review any appropriate information at the Division's office will be established. The time should be set during the Division's regular working hours.
- (4) All appropriate information shall be made available at the time and date agreed upon by the requestor and the Division of Aging. The Division will provide space for all requestors to review such information. No information provided to requestors for review shall be removed from the Division of Aging office. Copies of information made available for review may be provided to requestors upon the payment of a fee established by the Division to cover the cost of reproduction.
- (5) Requests for information to be provided through the mail will be promptly honored when the requested information is readily available (e.g., brochures, previously compiled data, etc.). When the requested information is not readily available, the Division of Aging will honor the request if it is feasible to do so within staff and time constraints. In cases where there will be more than a 30-day delay or when the request cannot be met, the Division of Aging will notify the requestor.

History Note: Authority G.S. 143B-10; 143B-138; 45 C.F.R., Chapter XIII, Part 1321;
Eff. October 1, 1980;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. May 23, 2015.